



Reno Pop Culture Con Volunteer Handbook

Welcome

Welcome and thank you for volunteering with Reno Pop Culture Con!

Reno Pop Culture Con, a program of the Pop Culture Classroom (PCC) organization, strives to promote the mission of PCC: to inspire a love of learning, increase literacy, promote diversity and build community through the tools of popular culture and the power of self-expression. Reno Pop Culture Con does this by providing an opportunity for the greater Colorado community and beyond to explore the educational benefits of geek culture available to educators and students of all ages through a three-day entertainment extravaganza. It takes a small army of dedicated individuals to make Reno Pop Culture Con succeed. Foremost, it depends on the generous contribution of time and energy provided by our volunteers.

We have put this manual together to help you understand how the partnership between Reno Pop Culture Con volunteers and Reno Pop Culture Con leadership functions. It is our sincere hope that by reading through its pages you will feel better prepared and have a better volunteering experience.

Agreeing to volunteer for Reno Pop Culture Con should not be taken lightly. Volunteers put in long hours, mostly on their feet, and sometimes sacrifice the chance to enjoy Reno Pop Culture Con as an attendee. There are also great benefits: getting to see how a pop culture convention works from the inside, meeting cool people and making new friends, and most importantly, knowing that your contributions help provide arts and literacy curricula and education to students who struggle academically and/or socioeconomically. With this great power comes great responsibility. It is important that all volunteers follow all rules and guidelines as set down by Reno Pop Culture Con. If you have questions please contact us at renovolunteering@popcultureclassroom.org.

Thank you again for giving us your time and energy. We look forward to working with you.

Sincerely,

The Volunteer Team and the Reno Pop Culture Con Leadership Team

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Volunteer Rights and Responsibilities

Volunteer Rights

As a volunteer, it is your right to:

- Receive the training and guidance needed to adequately perform your role
- Receive a clear role description and to have a good understanding of your role and responsibilities
- Be given information, guidance, resources, support, and tools to do your job
- Be heard with consideration and be given a reasonable and timely response to questions, concerns, and suggestions
- Be treated with respect for your efforts and contributions
- Speak with Reno Pop Culture Con leadership if something about your volunteer experience is not working for you. We would like the opportunity to help

Volunteer Responsibilities

As a volunteer, it is your responsibility to:

- Consider your work a serious professional commitment and view the position as valid and important
 - Correctly clock in and out for your volunteer shifts and follow the procedures for access to Reno Pop Culture Con
 - Be accountable to the rules, policies, and procedures of Reno Pop Culture Con and the Reno-Sparks Convention Center
 - Sign and submit any paperwork necessary before volunteer work begins
 - Attend and participate in training, in person or online, as required by your role
 - Keep all information entrusted to you confidential
 - Meet the time commitments and show up ready to work
 - Be considerate and give adequate notice if you are unable to fulfill your responsibilities for any scheduled volunteer time
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Code of Conduct

Code of Conduct

As a Reno Pop Culture Con volunteer, you represent both Reno Pop Culture Con and Pop Culture Classroom. In addition to carrying out your assigned duties, you will be expected to abide by the following rules:

- 1 Respect the property of the convention site, the fans, Reno Pop Culture Con personnel, and fellow volunteers.
- 2 Respect the directions and decisions you receive from Reno Pop Culture Con leaders.
- 3 Refrain from play-fighting, horseplay, or any other acts which may result in injury or damage while on event premises.
- 4 Perform your duties to the best of your ability and communicate with area leaders if you are having any difficulty carrying out your assigned tasks.
- 5 Involve Reno Pop Culture Con leaders in any conflicts or difficulties you have with attendees, other volunteers, or anyone else while volunteering for Reno Pop Culture Con.
- 6 Always be friendly, courteous, and cooperative to the best of your ability.
- 7 Offer feedback on your volunteer experience. There is a volunteer survey that goes out by email after the convention, but concerns or suggestions can always be provided to your area leaders or the Volunteer Services team.
- 8 Do not make promises or guarantees to exhibitors, artists, guests, celebrities, attendees, or any other interested party without the expressed permission of appropriate Reno Pop Culture Con leadership.
- 9 Do not present yourself as authorized to broker deals on behalf of Reno Pop Culture Con or Pop Culture Classroom. Please refer any individuals interested in becoming involved with Reno Pop Culture Con or PCC to renoinfo@popcultureclassroom.org and the organization will get them in touch with the correct representative.
- 10 You may be barred from volunteering with Reno Pop Culture Con if your activity on social media is contrary to our mission and values or may portray the organization in an unfavorable light, expose the organization to liability, or endanger the safety or reputation of the organization.

Inability of a volunteer to meet Reno Pop Culture Con performance and behavior standards may result in dismissal from Reno Pop Culture Con.

Volunteer and Harassment Policies

Volunteer Policies

In addition to the Code of Conduct above, Reno Pop Culture Con has policies that must be adhered to. Please contact Volunteer Services or your supervisor with any questions.

- 1 Applying to volunteer does not guarantee acceptance as a Reno Pop Culture Con volunteer. A background check must be completed and passed.
- 2 A Reno Pop Culture Con leader may request an applicant be removed from the Reno Pop Culture Con volunteer roster if the applicant does not have an attitude that is in line with the organization mission and values.
- 3 Management-level staff at other area pop culture conventions will not be allowed to serve above the level of general volunteer. This determination is at the discretion of Reno Pop Culture Con Directors.
- 4 You must be at least 15 years old when applying to volunteer. Volunteers aged 15-17 must have a parent's written consent to participate.
- 5 Children are not allowed to accompany you while on duty. You must make alternate child care arrangements.
- 6 You will be provided convention access for each day you volunteer. You will need to check in at the volunteer registration desk each day to pick up credentials for that day.
- 7 Do not use your status as a volunteer to promote or conduct personal business. Anyone doing so may potentially lose their opportunity to volunteer.
- 8 Volunteering under the influence of drugs or alcohol is strictly prohibited. Volunteers who are determined to be under such influence will be escorted out with their volunteer status and credentials revoked.
- 9 All Reno Pop Culture Con personnel and volunteers are expected to behave professionally while in uniform or while representing the organization. This includes but is not limited to any inappropriate fraternization with attendees, guests, exhibitors, other volunteers, or Reno Pop Culture Con personnel that may portray the organization in an unfavorable light, expose the organization to liability, or endanger the safety or reputation of the organization, volunteer, or other party.
- 10 Personnel records are maintained on all volunteers and Reno Pop Culture Con personnel. These records are Reno Pop Culture Con property and are held as confidential as is reasonably possible. Information will not be released outside of Reno Pop Culture Con operations. Reno Pop Culture Con will maintain information about skills a volunteer may possess, positive and negative performance, and other relevant information in their personnel record.

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Volunteer and Harassment Policies, Continued

Volunteer Policies, Continued

- 11 Reno Pop Culture Con does not discriminate against any potential volunteer due to physical or mental disability. When Reno Pop Culture Con becomes aware of any disability that prevents an individual from performing a needed task, Reno Pop Culture Con will assess whether a reasonable accommodation would allow the potential volunteer to perform the job before refusing the person with a disability the opportunity to volunteer. An accommodation which creates undue hardship on Reno Pop Culture Con or endangers the health and safety of other volunteers, Reno Pop Culture Con personnel, guests, or attendees will be deemed unreasonable and will not be accommodated. An otherwise qualified candidate as a potential volunteer with a disability must inform the volunteer management team of the nature of the disability and accommodation required. Reno Pop Culture Con leadership will assess such information and shall maintain the confidentiality of the information to the extent possible and will not release the information to anyone who does not need to know for the performance of their role with Reno Pop Culture Con.
 - 12 Reno Pop Culture Con is committed to the safety of its volunteers. We provide training, instruction, and high quality equipment to make the event safe. It requires a team effort to accomplish this goal. Volunteers who do not utilize these safety measures put themselves at risk of injury. You are expected to adhere to the regulations and policies outlined by Reno Pop Culture Con and the Reno-Sparks Convention Center.
 - 13 If you have an issue with any attendee, guest, volunteer, or others while volunteering for Reno Pop Culture Con please bring it to the attention of any leader on your team or the Volunteer Services team.
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Reno Pop Culture Con Harassment Policy

Reno Pop Culture Con is a safe space.

This means we expect it to be a safe environment for fans from any ethnicity, creed, religious background, political background, gender, gender identity, sexual identity, sexual orientation, fandom, etc. We do not tolerate harassment in any form. This includes but is not limited to: physical assault, verbal harassment, sexual harassment, stalking, unwanted physical contact, unwanted advances, or inappropriate photography.

Inappropriate photography is defined as photography where the subject feels they are being stalked, exploited, degraded, or disrespected through being photographed. While it is reasonable that photographers will be photographing costumers and other parts of the convention, should this photography become harassing or sexual in nature, the photographer will be subject to the harassment policy.

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Volunteer and Harassment Policies, Continued

Reno Pop Culture Con Harassment Policy, Continued

Harassment is defined by the victim.

“No” means no. “Stop” means stop. “Go away” means go away. If it is determined either by observation or by complaint that an individual or group has harassed another attendee any or all of the following may occur:

- The individual or group may be warned to stop and desist.
- The individual or group may be asked to leave the convention.
- The individual or group may be banned from the convention for a period of time to be determined by the convention Directors.

To report harassment please find the nearest member of the Reno Pop Culture Con leadership team or security personnel. They will be able to assist you. If you feel your safety or the safety of others is in jeopardy please contact the Reno Police Department at 911 if it is an emergency.

For your own safety, if you feel that you are being harassed in a non-emergency situation please report your problem to Reno Pop Culture Con personnel before anyone else, and as soon as possible. Please report the situation to Reno Pop Culture Con or security before taking the matter into your own hands, such as confronting the aggressor or posting on social media. We have professional security and they are equipped to handle these contingencies.

Volunteer Dress Code

- 1 You must wear the appropriate convention credentials for the duration of your assigned shift along with the provided volunteer shirt. This serves as your admission into the convention and will be needed to get to your assigned area. It also serves as entrance into restricted areas you may need to access in order to carry out your assigned tasks.
 - 2 Do not alter your volunteer shirt in any fashion. If it does not fit properly, please return to the volunteer registration desk and exchange it for a different size. Do not cut or decorate your shirt.
 - 3 Please wear appropriate bottoms. Jeans, khakis, shorts, skirts, and kilts are all acceptable. Skirts and shorts must be mid-thigh length. The waist of the bottoms must fit at your waist.
 - 4 Please refrain from wearing torn or dirty clothing.
 - 5 Comfortable walking shoes and socks are highly recommended as most volunteers will be standing or walking most of their shift. Closed-toed shoes are also recommended.
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Volunteer and Harassment Policies, Continued

Volunteer Dress Code, Continued

- 6 Undergarments must be worn under all clothing, particularly skirts and kilts. No articles of clothing that may be classified as undergarments may be deliberately exposed. Examples of such are boxers, briefs, bras, bra straps, panties, thongs, and any other article of clothing deemed by Reno Pop Culture Con leaders to fall within that specification.
 - 7 Please use your best judgement but be prepared to be asked to change, or in extreme cases asked not to volunteer if your attire is found unacceptable. Any earned benefits are subject to forfeit if you are not able to complete your duties because you have chosen to dress inappropriately.
 - 8 No cosplaying is allowed while on duty. Attendees and Reno Pop Culture Con leadership must be able to clearly identify you as a volunteer and as someone who can help them when needed.
 - 9 Volunteer shirts must be worn while on duty. Wearing your volunteer shirt while off duty will encourage attendees or Reno Pop Culture Con leadership to continue to ask you for help.
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Customer Experience

Customer Service

The ultimate task of volunteers is to provide our paid attendees with the best and safest possible experience. Customer experience includes anyone you interact with including attendees, guests, exhibitors, and other volunteers. Some ways to always provide that exceptional experience are:

- Always be courteous and polite.
- Keep a copy of the program and programming schedule on hand. The most popular questions are about times and locations.
- Know where to find key locations. Always know where the nearest restrooms and information booths are located.
- Use “let me find out” as a response when you are asked a question you don’t know the answer to. Ensure you follow through, which may include walking the attendee to the nearest information booth.
- Offer to help anyone you see as confused or struggling. Someone looking up at signs and back at the program guide repeatedly will be grateful for your help.
- Use positive language.
- Never touch an attendee including children.
- Contact Reno Pop Culture Con leadership or security personnel to request emergency medical and/or law enforcement assistance.
- Remain calm when faced with confrontation.
- Be aware of the proximity of area leaders, other Reno Pop Culture Con leaders, and security personnel in your area.
- Remember the security personnel has their own chain of command, and directions, they will help in ways they are allowed, please ask your leader if you have any questions about their capabilities.
- Know your limits. If you are not comfortable in a situation, ask for help.

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Customer Experience, Continued

Interacting with ADA Attendees

It is Reno Pop Culture Con's mission to provide a venue that welcomes individuals from all backgrounds. To ensure that this includes attendees that face physical and intellectual challenges, Reno Pop Culture Con has an Americans with Disabilities Act (ADA) department within Operations. They will help ensure that these needs are being met. When interacting with someone that has ADA needs, please keep in mind:

- Reno Pop Culture Con must reasonably modify any policy, practice, or procedure when necessary to enable people with disabilities to participate.
 - A reasonable accommodation can be anything that makes it possible for this person with this disability to participate in this function. If you have questions regarding what DPCC can do please speak with your leader.
 - Not all disabilities are obvious. If someone tells you that they are disabled, do not question them and do what you can to accommodate them.
 - All attendees with disabilities must have a wristband indicating that they can use designated ADA stage entrances, the show floor and autograph lines within Celebrity Summit. If a person with a disability has not acquired proper credentials when they are attempting to enter a venue, recommend they go to an information booth after they have enjoyed the panel or workshop they are attending.
 - ADA attendees are allowed to bring one person with them to help them. Be flexible. Their "plus one" might be a "plus two" if they have a child in tow. This does not mean their entire family or group.
 - If you suspect someone is abusing their ADA status, please contact a member of Reno Pop Culture Con leadership. Do not make the determination, or confront the person on your own.
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Volunteer Experience

Volunteer Experience

Tips to ensure you have an excellent experience while volunteering:

- 1 Wear comfortable clothing and shoes.
 - 2 Get a good night's sleep the night before you volunteer.
 - 3 Have good personal hygiene. Please shower, wash your hair, and brush your teeth before starting your volunteer shift.
 - 4 You will have access to the Reno Pop Culture Con volunteer break room with that day's credentials and your volunteer shirt. Non-volunteers, including friends and family, will not be permitted.
 - 5 Please limit the personal belongings you bring on site to a small purse or backpack. Items stored in the volunteer break room are done so at your own risk, and Reno Pop Culture Con will not be held responsible for loss or theft of personal items.
 - 6 Plan to eat before your shift. Small snacks are okay during your shift. Be prepared to supply your own meals during the convention. Reno Pop Culture Con will provide water and light snacks in the volunteer break room.
 - 7 Staying hydrated and drinking extra water before the convention will help you feel hydrated during the convention. There are water bottle refilling stations throughout the convention center, and you are encouraged to drink water during your shift.
 - 8 Have a plan for how you are going to get to and from the convention center. Public transportation is strongly recommended. Reno Pop Culture Con does not cover costs for transportation or parking.
 - 9 Talk to your Reno Pop Culture Con leaders or Volunteer Services if something isn't going right with your volunteer experience. Your experience is important to us, and we would like to help if we can.
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