



**Support Staff Handbook  
2018**

Revised - March 2018

## Welcome to the 7th Regiment Support Staff!

First, 7th Regiment and your fellow volunteers send you a big “THANK YOU!” for volunteering your time and talents to help 7th Regiment provide the ultimate drum corps experience. At 7th Regiment, our number one goal each year is to make every member’s drum corps experience an incredible one in which they learn not only to play, spin, dance, and march together but also how to better live their lives. It would not be possible to achieve this goal without the support of numerous volunteers like yourself who so generously take time out of their busy lives to help make our corps one of the very best.

As the following pages will show you, 7th Regiment depends on volunteers to perform many of the corps’ most vital jobs at camps and while we’re on the road every summer.

Our support staff mends, alters, and launders uniforms, prepares meals, provides first aid, runs our souvenir program, makes grocery runs, fixes whatever is broken—you name it, they (you!) make it happen. Make no mistake; volunteering for 7th Regiment 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 hand her a plate of hot food, 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 to be a part of a truly unique and special activity.

This handbook is designed to give you an idea of what it will be like to help 7th Regiment this year. Please read on to find out more about the various support positions available, what it’s like to travel with 7th Regiment during our summer tour, and how you can sign up to help this summer. We’ve also included a few tips and guidelines for making your experience (and the members’!) the best it can be. Remember, 7th Regiment can’t do this without you—so read on, and join up! You’ll be glad you did.



### Who Can Volunteer?

Just about anyone! Our support staff members are parents of current and former members, 7th Regiment alumni, fans, and supporters of all kinds.

### How Can I Help?

This is usually the first question a new support staff member has for us. The answer: There are a wide variety of ways to lend a hand. Most of them fall into the categories listed below. Of course, our needs in certain areas are greater than others, so don’t be discouraged if your first choice is already full when you sign up—there are some jobs (food truck!) for which we can literally ALWAYS use more help, and these jobs are some of the most rewarding.

## **Meal Crew**

MEAL TIME! 7th Regiment provides four meals each day to all members, instructional staff, and support staff, —that’s about 150 people! Meal preparation takes place in the school kitchen or on our mobile food grills and oven (we hope to have a BRAND NEW food truck in 2019!).

Working on the food crew can be one of the most physically demanding jobs on tour, but it is also one of the most fun and rewarding. Daily tasks include cleaning (dishes, floors, counters), cooking (baking, boiling, chopping, stirring), serving meals, and grocery shopping (lists provided!). You’ll be the first up and the last to bed, often with barely enough time for a shower.

You might even burn yourself a couple of times, but you’ll love it! When you see how thankful the members are for the meal you’re providing, or you hear, “thanks, this looks GREAT”, you’ll see why.

Each day on the chuck truck, one individual will be designated “Head Cook”. This will usually be Dan Topping, our Food Manager. Dan is also responsible for menu planning and food procurement. In the (rare) event that he is not on tour, Dan will designate an experienced volunteer to act as Head Cook.

As you can probably tell, it takes a lot of time and organization to get good, nutritious meals prepared properly and on time each day. But support staff members 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 crew at all times (even more is great!). We can make do with fewer, but the more people we have, the easier and more fun the work! Whether you can help for a day, a weekend, or a week or more, the food truck is a great place for almost everyone to help.

## **Sewing Crew/Laundry Crew**

It takes a LOT of hard work behind the scenes to keep 7th Regiment looking great throughout the summer. The process begins at our winter camps—as members are signed, our sewing crew takes measurements and begins to alter uniforms to fit each member. Shakos must also be cleaned and put together each year, and minor (or sometimes major!) changes to the costume may be required. And that is just the beginning! As the season progresses, alterations become necessary as members lose weight or add muscle. Buttons fall off, holes appear, seams rip, and plumes detach.

Washing and ironing the uniforms once or twice also becomes necessary once the corps begins performing regularly in mid June. Our beautiful flags and guard uniforms 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, ironing, and washing throughout the season.

As you can imagine, all this sewing, washing, and ironing takes a lot of time and work. Ideally, we like to have 3-5 people with us to help keep all our flags and uniforms in tip top shape. We also need people who can come help just for the day, especially to assist with laundry. While we certainly need some folks who are experienced sewers, you don't need to be an expert (or even know how to sew at all) to help! Our experienced support staff leaders can teach you to do most anything we need— and you probably already know how to do laundry and ironing!

## **Souvenir Sales**

Our souvenir program is another vital place for support staff to contribute. Wherever 7th Regiment travels, our souvenir vehicle follows, selling 7th Regiment merchandise to fans at each show we attend. We rely on our souvenir sales crew to drive the trailer from place to place, set up at each show, and sell merchandise to our fans at every competition. Once a show is over, it's time to pack up and get on the way to the next site! The souvenir vehicle sometimes travels with the corps caravan at night, but other times forges ahead—souvenir set up at shows often begins in the morning, long before the corps begin to arrive at a show.

It takes a crew of two to four support staff to drive, set up, and sell souvenirs, so we're often looking for extra help. This position requires the willingness to drive a large van with a trailer attached, sometimes traveling independently at night. You'll also need a relatively clean driving record (for insurance purposes).

## **Medical Professionals**

As you might expect with such a large group of people, each day several 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.

We are always looking for doctors, nurses, trainers, EMTs, and other medical professionals who are willing to help us deal with medical situations while we're on the road. Whether you can join us on tour for a few days or are willing to offer your services to members in need when we're in a town near you, we need your help! A healthy member is a happy, productive member!

## **Drivers**

The schedule for the drivers is "opposite" of the rest of the team, but you get to experience the care taken by our team of drivers to safely transport the corps. Used primarily during tour, having volunteer drivers allows the staff some much needed rest and, in turn, you will sleep while the corps and other volunteer support is busy at work.

## **Important contact information**

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|----------------------------|--|
| ● 7th Regiment website     | <a href="http://www.seventhregiment.org">www.seventhregiment.org</a>                     |
| ● Kevin (Director)         | <a href="mailto:director@7thregiment.email">director@7thregiment.email</a>               |
| ● Stephen (Asst. Director) | <a href="mailto:stephen.klepner@7thregiment.email">stephen.klepner@7thregiment.email</a> |
| ● Jim (Asst. Director)     | <a href="mailto:jim.oneil@7thregiment.email">jim.oneil@7thregiment.email</a>             |

- Rachel (Tour Manager) [rachel.oestreicher@gmail.com](mailto:rachel.oestreicher@gmail.com)
- Bianca (Operations Assistant) [bndoone@gmail.com](mailto:bndoone@gmail.com)

## FAQs

### What should I expect if I decide to tour with 7th Regiment?

Our support staff travels with the corps, usually riding in our support van or in the front of the staff bus (except souvenir workers, who will drive and travel in the souvenir van). The 7R administrative staff will let you know where you should ride when you arrive. Your van or bus seat will become your home away from home, a place to store items, make yourself comfortable, and get some sleep while we're traveling. You'll travel with us wherever we go, just like a staff member—don't worry, we won't leave you behind! 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 support staff to sleep in, usually one or two classrooms. You'll never sleep in the same rooms as the members, and with rare exceptions, you won't be put in a room with staff members, either. When we arrive you'll unload your suitcase and sleeping items, set up your bed, and get to sleep. Shower facilities vary from site to site, but are generally group locker rooms.

The day's schedule will be posted on the whiteboard on the truck door. This schedule will tell you when meals are served and when we're leaving—please remember to look at it each day. If you need to do laundry, you'll have the opportunity to go to a laundromat during a corps "laundry day".

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 doesn't guarantee you a seat, but you'll always be able to watch the show without having to worry about paying. And, you'll always have time to watch 7th Regiment perform, and will often be able to watch some or all of the other corps perform as well.

Be prepared to work! Even if you signed up for a specific job (sewing, cooking, etc.), you maybe be asked to help out in other areas as we need it and as new needs arise. If you've come to sew and we ask you to cook for a few hours, please don't be discouraged—we need your help and appreciate your flexibility!

### When should I come on tour?

It depends! You should discuss your availability with Stephen Klepner, our Operations Director. He is in charge of all support staff scheduling, and can be reached at [stephen.klepner@7thregiment.email](mailto:stephen.klepner@7thregiment.email). 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 often are in greater need of assistance during move ins and the early touring season than during the final week of tour. We'd love to have you whenever you can make it.

## **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 during Move In), bringing your own car usually isn't possible—it is too difficult to drive at night and then work all day! Most of the time, you'll have to jump on and jump off in different cities, so arranging transportation can be a bit of a challenge. It is ultimately up to you to find a way to meet us and leave us, but we can certainly help. 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.

We also may be able to help with ride sharing if there are other people from your area who are coming to help. One popular way to make your 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 will happen when I arrive?**

When you arrive, be well rested and ready to work! Things can get a little crazy during the day, so we might not have time just that minute to introduce you to everyone or give you a huge welcome. The best thing you can do is introduce yourself and jump right in—we'll get to all the details later, don't worry! We greatly appreciate your help, and we'll be sure to show you where to put your stuff and where to go just as soon as things calm down a bit (after the meal is served or when it is time to pack up and leave!).

## **How much time will I get to spend with my child?**

If you're a parent, you'll find that your child is extremely busy all day, with little time to talk. Of course, you'll be very busy too! You'll get a chance to say a quick hello to your son or daughter at meals if you're helping on the food truck, and might get a chance to talk for a few minutes after a show. If we have laundry time or a free day while you're on tour, you might get a chance to spend a little more time together, but please be aware that these opportunities are few and far between. Just know that your child is glad to have you there!

## **What are the benefits of being a member of our support staff?**

We believe that volunteering is the absolute best way—next to marching!—to find out what drum corps is all about. Volunteering with 7th Regiment gives you a chance to be a part of something truly special, and makes you an extremely important part of the 7th Regiment team. It can also be an incredibly rewarding experience. You'll receive a thousand "thank yous" 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 7R family, and you can take great pride in the contribution you've made to making 2018 another great year. When you sit down to watch 7th Regiment perform after a long day of working and traveling, you'll see what we mean!

## Are there any rules or regulations for support staff?

There are a few guidelines that will help ensure you and those around you have the best possible 7th Regiment experience. Please see the Support Staff Agreement included at the end of this handbook.

## What should I bring on tour?

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

- Alarm clock
- Shower shoes (flip flops)
- (2) Towels
- Toiletries (you might want to keep bottles in Ziplock 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 the cold bus!
- A Watch
- Comfortable shoes
- A couple of nicer outfits to wear to shows
- Air mattress (you'll be glad you have it!)
- Sleeping bag and/or blankets (housing sites can be cold, so bring enough to keep warm!)
- Pillow
- Camera
- Sunscreen
- Hat
- Sunglasses
- A positive attitude!

## How do I sign up?

To sign up, please contact Operations Director Stephen Klepner:

Email: [stephen.klepner@7thregiment.email](mailto:stephen.klepner@7thregiment.email)

## Other questions?

If you have any other questions about volunteering, how to sign up, or anything else 7th Regiment-related, please feel free to contact Stephen anytime (see contact information above)!

# THANK YOU!!

## 7th Regiment Support Staff Agreement

**As a support staff member for 7th Regiment, I agree to the following...**

- **Timeliness** - Please always be on time for your shift and adhere to our “Eat, Pack, and Load” times. Staying on schedule is vital to a successful drum corps operation. Please don’t make us wait for you!
- **No drinking or smoking** is ever permitted on school grounds, in the food truck, in the corps support van, or in the souvenir van or trailer. This really is a rule and usually a state law for school campuses. Either way, it is a 7th Regiment rule.
- **Stay out of the members’ sleeping area (usually the gym) and off member busses.** There may be times when you need to cross the member gym to access the showers, but other than that, you shouldn’t have reason to spend time in their private areas. Remember, those areas are like bedrooms, and are where members change clothes, sleep, and store personal items.

### **ALCOHOL**

- Support Staff agree to not drink alcohol while at work with 7th Regiment. "At work" includes that time period between the beginning of the day and the close of day.
- Support Staff agree to refrain from drinking alcohol before, during, or around any performance or public appearance of the corps.
- Support Staff agree to not drink to the point of drunkenness at any time
- Support Staff agree not to sell or distribute alcohol to any member of 7th Regiment or other similar organization regardless of member’s age.
  - ***Violation or assumed violation of this policy will lead to immediate dismissal.***

### **DRUGS**

- Support Staff agree to not engage in the use, sale or distribution of illegal drugs including but not limited to marijuana, cocaine, amphetamines, tranquilizers, crack, barbiturates, and diet pills during the time of his/her activity with 7th Regiment.
  - ***Violation or assumed violation of this policy will lead to immediate dismissal.***

### **TOBACCO**

- Support Staff agree to refrain from the use of ALL tobacco products when within a 50-foot radius of any vehicles operated by 7th Regiment or when easily identifiable as a representative of 7th Regiment.
- Support Staff agree not to sell or distribute tobacco products to any member of 7th Regiment
  - ***Violation or assumed violation of this policy will lead to immediate dismissal.***



**SEXUAL HARASSMENT**

- In compliance with federal and state laws, it is the policy of 7th Regiment to prohibit sexual harassment of instructors, volunteers, members, and any employee of 7th Regiment in the workplace by any person and in any form.
  - **Violation or assumed violation of this policy will lead to immediate dismissal.**

**Additional Requirements**

Please be aware that for certain support staff positions you may be asked to sign a responsibility agreement, submit your driver’s license, and/or provide your social security number or other personal information for insurance purposes. All such information will be kept strictly confidential.

Once again, these rules are in place for the safety of everyone involved with 7th Regiment, and to protect the best interests of 7th Regiment Drum and Bugle Corps. We thank you for your understanding!

***I have read the above and will abide by the 7th Regiment Support Staff Agreement.***

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***Printed Name***

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***Signature***

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***Date***

***Background Check Acknowledgement***

- I also understand that I may be asked to perform a background check (provided by 7th Regiment). Required of anyone spending more than two days or nights with the corps.

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|--|---|
| <b><u>7TH REGIMENT USE ONLY</u></b>          |   |
| <hr/> <b><i>Administration Signature</i></b> | <b>Background Check Needed? - Y / N</b> |

