



## About Your Volunteer Shift

A few notes about what to expect during the drive, what to do and what to bring

### Parking

Parking is located at The Church on Pearl at 1520 Pearl Street, Santa Monica, CA 90405 (16th and Pearl). Because parking is VERY limited, we ask that you arrive just before your shift begins and leave as soon as your shift is completed. This is vital to having smooth parking transitions between volunteer shifts, so kindly respect this request. It is about a 5 minute walk across campus to the KCRW studios. If you are on a bicycle, you may ONLY park in designated bicycle areas throughout campus. If you secure your bicycle in an area not properly designated, your bicycle will be chained and ticketed by the SMC Police. There is extensive bicycle parking on the Pearl St. side of campus, right near the entrance.

### When You Arrive

When you enter the station, there will be a table near the door where you can create a name tag. Make one for yourself and head into the phone room where a phone captain will help you get seated and setup at a station. There is a PDF about logging on to your phone but we will also have instructions at your station.

### Meals

KCRW will provide breakfast, lunch, and dinner (and even some snacks) on each day of the drive. We do our best to accommodate everyone and try to provide vegetarian and vegan options with each meal. However, if you have specific food allergies or dietary restrictions, we recommend bringing a small bag of your own snacks to supplement what is provided. We do not have a refrigerator for personal food items, so if you do bring food, please bring non-perishable items that do not require refrigeration. Also, food and beverages are not permitted in the phone room but we do have a tented area (the KCRW Café) where volunteers can eat their snacks and meals.

### Taking Donations

While we try to make the process of taking donations as simple as possible, there can be many issues come up that you may not have answers to. The phone captains and drive staff are available to answer any questions. Don't hesitate to ask, all questions are important and we're here to help! If you have technical issues with your computer or phone, notify a phone captain immediately.

### Down Time

There may be periods when the phones slow down. While personal electronics and cell phones are not allowed in the phone room, you are welcome to bring reading materials. Also, the phone captains will often play games and offer giveaways when time allows. Lastly, many of our returning volunteers have asked about the trivia game that used to be offered in PledgeTaker. It was disabled in 2013 because maintaining the trivia took too much time on behalf of the drive staff. We'd much rather be working on the important details of the drive, like securing thank you gifts for our members and food for our wonderful volunteers!

### Missing Your Shift and No-Shows

When you are confirmed for a volunteer shift, please be certain you can fulfill your commitment. If you must miss a shift due to work, illness or an emergency, please contact Christine Hermosisima via email at [christine.hermosisima@kcrw.org](mailto:christine.hermosisima@kcrw.org). Extensive no-shows and missed shifts may exclude you from future membership drives, so it's important to let the drive staff know if you cannot make a scheduled shift. Thank you!