



TAIKO
COMMUNITY
ALLIANCE



Volunteer Manual

Welcome to The Family

I would like to be the first to thank you for joining TCA as a volunteer. We simply cannot serve the taiko community without the assistance, expertise, and energy that our volunteers bring to the table. You are going to make such a difference in empowering the people and advancing the art of taiko - whether that is through something you are an expert at, or at something new you want to try. TCA is a learning organization and your willingness to learn alongside us means we are going to have fun, make memories, and help people.

TCA was created by a group of volunteers and is still driven by the ideas and dreams of our Volunteers, Staff, and Board. Many of us are taiko players or taiko enthusiasts (or future taiko lovers that just don't know it yet). Volunteering at TCA will be exciting as we are growing and expanding how we serve the community everyday. Moreover, you'll likely run into taiko community leaders or world famous taiko performers along the way. If there is a topic you want to learn more about - like running your own nonprofit - let us know. One of the best gifts we can share is knowledge you can take with you beyond your time here with TCA.

I encourage you to ask questions, join a committee or team that you are interested in, and enjoy the journey. My door is always open (physically and virtually), so please drop me a line and we can connect. In the meantime, this handbook was created to give you a brief overview of your life as a TCA Volunteer! Let's keep the beat going - together!

My deepest thanks,

A handwritten signature in black ink, appearing to read 'Kristina', with a small black dot above the 'i'.

Kristina McGaha, Executive Director

Our Mission

To empower
the people
and advance
the art
of taiko.

Tamiko Ooka (above) and Rebecca Lin (below) managing the TCA Table in the NATC 2019 Portland Marketplace



Our Core Values —

TCA chooses to conduct itself as an organization in accordance with these values and principles.

Respect

Acknowledging the diversity of philosophies and practices of individuals and groups within the taiko community while maintaining neutrality, we will:

- Use democratic processes wherever feasible
- Engage in mutually considerate and respectful conduct

Heritage & Evolution

Actively honoring the past as we look to the future of taiko, we will:

- Celebrate tradition and foster innovation in the art of taiko
- Respect the wisdom, generosity, and dedication of past and current leaders while developing the next generation
- Identify and seek new ways to serve the evolving needs of our membership; and
- Recognize the mutually enriching influences of the global taiko community

Empowerment

Understanding the transformative power of taiko for both individuals and groups, we will:

- Support avenues to develop artistic excellence
- Foster an inspirational environment
- Encourage the creation of shareable knowledge and resources for those interested in taiko

Our Core Values (cont.)

Inclusivity

Believing that everyone has the freedom to play taiko and participate in the taiko dialogue, regardless of who they are or where they come from, we will:

- Continually seek to broaden the base of participation in the taiko community and reach out to welcome new members into TCA
- Embrace differing perspectives and voices within the taiko community
- Nurture connections within and beyond the TCA, and regularly facilitate in-person gatherings and events to strengthen our community
- Provide the means to make participation at every level in TCA accessible to all

Transparency

Appreciating the trust placed in us by the diverse stakeholders of the TCA, we will:

- Maintain open, accountable, and accessible governance
- Encourage the free and responsible exchange of ideas between TCA's membership and leadership

NATC 2019, Portland, Oregon, USA



About TCA

What is TCA?

Taiko Community Alliance (TCA) empowers the people and advances the art of taiko. TCA formed as a 501(c)3 to meet the taiko community's need for authentic connection and accessible instruction. Our first mandate was to secure and sustain the North American Taiko Conference (NATC).

Connecting with our Community

Between NATC conferences, we reach our diverse constituency with unique programs that promote collaboration. In 2018, we commemorated 50 years of taiko in North America by launching "Taiko Then", a digital repository seeded with 20 years of NATC footage. That same year we piloted a Women and Taiko mentorship program, which paired 28 taiko veterans with emerging artists and community leaders. In 2020, we premiered "Taiko Voices", a 50th Anniversary open-source song commission honoring the legacy of our taiko pioneers. Our robust grant program supports community projects that align with TCA's mission. Past grants have funded regional conferences, collaborative concerts, and documentary videos.

Supporting the field, we produce the Taiko Census. This periodic snapshot of individual data on taiko players worldwide deepens our understanding of our community demographics, documents the spread of the field, guides our programming, and supports our search for additional resources.

Finally, we provide online resources. The TCA Community Calendar is a self-service tool to share information about performances, workshops, festivals, and conferences. We host Taikothon, a Livestream event featuring videos contributed by community members, performances, and interviews with community leaders and emerging artists. Our periodic webinar and educational video series has featured topics ranging from grant writing to taiko costuming.

It's all about connecting.

Overview

Taiko Community Alliance was founded as and will always be a volunteer organization. While we have brought a team of staff on board to serve as permanent throughlines for all our work, our volunteers are the foundation of our organization. We function with a volunteer board, volunteer committees, and volunteer work groups. Committees administer programs, operations, and oversight that are essential to the organization. Project teams are typically time-limited to accomplish a specific program or task. At times, volunteers assist us with events, such as the North American Taiko Conference.

We have developed this volunteer manual to get you up to speed. Additionally, your committee chair and/or staff member will plan at least one meeting with you to review the committee/project team you have joined, provide access to relevant documents, and explain the history of the committee. They will be your main point of contact for the duration of your service.

We do understand that people have busy schedules. If for some reason you are unable to commit to TCA or have regular conflicts, please contact your committee chair or a staff member to see how we can assist you. We want to ensure your volunteer experience is fun and rewarding.

Lee Stone enjoying their job at the NATC 2019 Portland Volunteer Registration Table



Overview (cont.)

Expectations

What TCA Expects Of Our Volunteers

- Be passionate about Taiko Community Alliance: our mission, purposes, goals, policies, and programs.
- Possess a familiarity with and understanding of the taiko art form and its practitioners.
- Be a consistent communicator; be willing to voice self-perspective while remaining open-minded and respectful to others.
- Support TCA efforts by sharing social media posts, connecting us with opportunities, or proposing your own ideas
- Have access to phone, email, or Zoom to regularly participate in our volunteer meetings/tasks, as we do most of our work virtually
- Comply with TCA policies and procedures and submit appropriate paperwork in a timely manner during the onboarding and offboarding process
- Be flexible and adapt to unforeseen situations before and/or during a project/program
- Keep sensitive information confidential

What Volunteers Can Expect From TCA

- Guidance and support for your role
- Explanation of TCA policies and procedures including protocol for handling complaints or any issues of concern
- Informative orientation, training programs, and meetings
- Timely communication with clear instruction of duties relayed in advance
- Matching of interests, abilities, and/or experiences to available volunteer positions or committees whenever possible

Together we keep
the bachi beating.

Overview (cont.)

Initial Meeting

All volunteers will receive an initial meeting on the nature and purpose of the organization to orient you on the nature and operations of the program or activity for which you are recruited. An additional committee-specific meeting may be led by the committee or activity chair on the purposes and requirements of the position which they are accepting.

Onboarding

Onboarding is the process of integrating volunteers into a committee or project team. The listed onboarding tasks are intended for both long-term and short-term volunteers, but may be modified as needed (see Appendix 1).

- Welcome and Initial Meeting (additional meetings if required)
- Volunteer Agreement, General Liability & Photo/Video Release Waivers
- TCA Volunteer Manual
- Tech Resources and Data Use Policy Acknowledgment
- TCA Email/G Suite Account Setup and access to TCA Intranet

Offboarding

Offboarding is the process by which volunteers are transitioned out of a committee or project team at the end of their service. An Exit Conversation/Survey is intended for both long-term and short-term volunteers but may be modified as needed (see Appendix 2).

Naruwan Taiko, NATC 2017, San Diego



Overview (cont.)

TCA Email Accounts

TCA email accounts are available for use by volunteers and shall be requested at the discretion of committee or project chairs. TCA business must be conducted on an official TCA email address with @taikocommunityalliance.org domain. Volunteers are expected to regularly check their @taikocommunityalliance.org email accounts as the primary form of internal communication. @taikocommunityalliance.org email addresses may not be forwarded to personal emails.

Please review TCA's email/communications policy as follows:

All TCA policies that govern confidentiality, use or misuse of TCA resources, sexual harassment, discrimination, or unauthorized public declarations also apply to digital communications and interactions.

TCA resources may not be used for any illegal purpose and doing so is grounds for immediate dismissal. Volunteers are prohibited from using TCA's information systems, including access to the Internet, in any way that contravenes TCA's Core Values and Guiding Principles, or reflects poorly or negatively upon TCA.

While TCA respects the individual privacy of its volunteers, volunteers cannot expect privacy rights to extend to use of TCA equipment and systems. All email and files on the TCA Google suite are the property of TCA and may be accessed at any time by TCA management. TCA volunteers are expected to use email, voicemail, and computer network systems, including the Internet, for TCA business only, except for reasonable occasional personal use on the volunteer's own time, and which does not include soliciting for commercial ventures, religious or political causes, or outside organizations. Volunteers are hereby advised that all email and text messages created using TCA email or on any TCA-owned device are the property of TCA and subject to review at any time. TCA has the authority to override all passwords on TCA-owned accounts at any time.

Overview (cont.)

The viewing, downloading, uploading, storing, distributing, editing, recording or displaying of any inappropriate, graphic and/or sexually explicit image, document, or material is prohibited. The display, possession, or distribution of any such material is a violation of TCA's Harassment Policy and will be subject to discipline up to and including termination of the volunteer, as well as criminal proceedings if warranted.

Deleting an email message does not immediately delete the message from the Google mail system. Instead, the message is stored in an archiving system for 30 days until it is systematically destroyed. These messages may be retrieved for any purpose, including litigation, and they may be used against the author of the message or TCA. Therefore, great care and discretion should be used when creating, sending, or forwarding any email message.

Volunteers must keep their passwords confidential. Without first receiving express permission from management, no volunteer may allow unauthorized persons access to TCA's systems. Any volunteer who attempts to circumvent any security provision installed by TCA will be subject to disciplinary action up to and including termination of volunteer.

Volunteer Orientation, NATC 2019, Portland



Volunteering With TCA

Volunteers can live anywhere in the country and will need a reliable internet connection. Time commitments for short term volunteers generally result in a day or weekend of a specific event. Long term volunteers have a suggested minimum of 6 months service and should be a TCA member.

After your application is accepted, you should be ready and willing to volunteer at any time during your available time commitment (i.e. no applying to be a volunteer for a 6 month period and then saying that you'll be busy for the next 8 months and can't help with anything).

Long and Short Term Volunteer Projects may include:

- Fundraising events assistance
- Help manage mailing list/donor databases
- Assist with organizing webinars
- Graphic/web design/multimedia
 - Create graphics and video for online events
 - Create marketing material and merchandise
- Social media assistance
- Other tasks depending on assigned committee

Professional Etiquette

Volunteers are expected to practice basic professionalism including but not limited to:

- Work-appropriate attire
- Active listening skills
- Polite tone when speaking
- Prompt communication

If volunteers have questions about professional etiquette, they should communicate with their direct committee chair. The direct committee chair may have additional instructions regarding professionalism depending on the nature of the volunteer assignment(s).

Code of Conduct

The Taiko Community Alliance (TCA) is built on the core values of respect, heritage & evolution, empowerment, inclusivity, and transparency. At TCA, we are committed to facilitating a welcoming and respectful environment for all, regardless of gender, gender identity and expression, age, sexual orientation, disability, physical appearance, body size, race, ethnicity, religion (including religious dress and grooming), or nationality. We do not tolerate harassment in any form and we empower all volunteers in our community to actively engage in creating a friendly and safe environment at TCA.

All volunteers should also read the TCA Code of Conduct below as part of their understanding of Professional Etiquette. This Code of Conduct shares our community expectations and applies to all volunteers, board and staff. We expect everyone to follow this Code during their term of service with TCA.

Any complaints should be communicated with your direct supervisor. If you cannot speak with a direct supervisor, please contact the TCA Board Chair.

The Code

Be kind and considerate: Respect personal space and common courtesies rules for personal and online interaction.

Behave appropriately: Refrain from using, engaging in, and or displaying demeaning, harassing, aggressive, or intimidating language, materials, clothing, or behavior.

Frame conversations openly: Avoid language and expressions that ignore or invalidate the perspectives of other members of the taiko community who are different from you.

Respect property: Do not damage private or communal property, especially the enormous amount of equipment that is on loan at an event such as NATC.

Report inappropriate behavior: Promptly report any behavior that violates these expectations to a TCA board member, project/committee chair, staff member, or via email to the Board Chair.

Code of Conduct (cont.)

Non-Discrimination

The Taiko Community Alliance believes that all persons are entitled to equal volunteer opportunities and does not discriminate against its volunteers or personnel because of race, ethnicity, religion, sex, sexual orientation, gender identity, national origin, ancestry, age, disability, or marital status.

Inappropriate Behavior And Harassment

Inappropriate behavior and/or harassment will not be tolerated. Inappropriate behavior and/or harassment can take many forms such as slurs; jokes; derogatory statements; foul or obscene language; offensive clothing; leering; stalking; following; deliberate intimidation; staring; gestures; pictures, drawings or cartoons; violating personal space by impeding or blocking another person's movement or otherwise physically interfering with them; harassing photography or recordings; unwelcome sexual attention; sexual images or language in public spaces; inappropriate physical contact; unwanted or offensive letters, email, or voicemail messages; or social media postings.

If you are asked to stop behaving inappropriately, you should comply immediately. TCA reserves the right to terminate any volunteer at any time for such behavior. All determinations are at the sole discretion of TCA, and TCA's decision will be final.

If you witness or experience inappropriate behavior and/or harassment:

If a volunteer engages in behavior that violates this Code, the Taiko Community Alliance may take action to keep TCA a welcoming and inclusive environment for all members. TCA reserves the right to investigate violations of this Code by any volunteer. Responses to confirmed violations may range from warning those responsible to terminating them.

Code of Conduct (cont.)

If you experience or observe behavior that violates this Code, or have any other concerns, and do not feel able to address those responsible directly, please contact a member of the TCA Board immediately, or send an email to the Board Chair.

The TCA Board member, project/committee chair, or staff you contact will take a full report of the incident, including: Identifying information of the person(s) involved, the time of the incident, the behavior that was in violation, any relevant circumstances, and any action already taken. If you're sending an email or reporting via comment card, please include as much of this information as possible.

Code violations reduce the value of TCA for everyone. We do not tolerate harassment of volunteers in any form and we empower all members in our community to actively engage in creating a friendly and safe environment at TCA. Volunteers like you make TCA and our taiko community a better place, and we value your experience.

Making friends and eating snacks at the NATC 2019 Portland Opening Reception



Travel & Reimbursement

Volunteers should consult their direct committee chair for information about reimbursements.

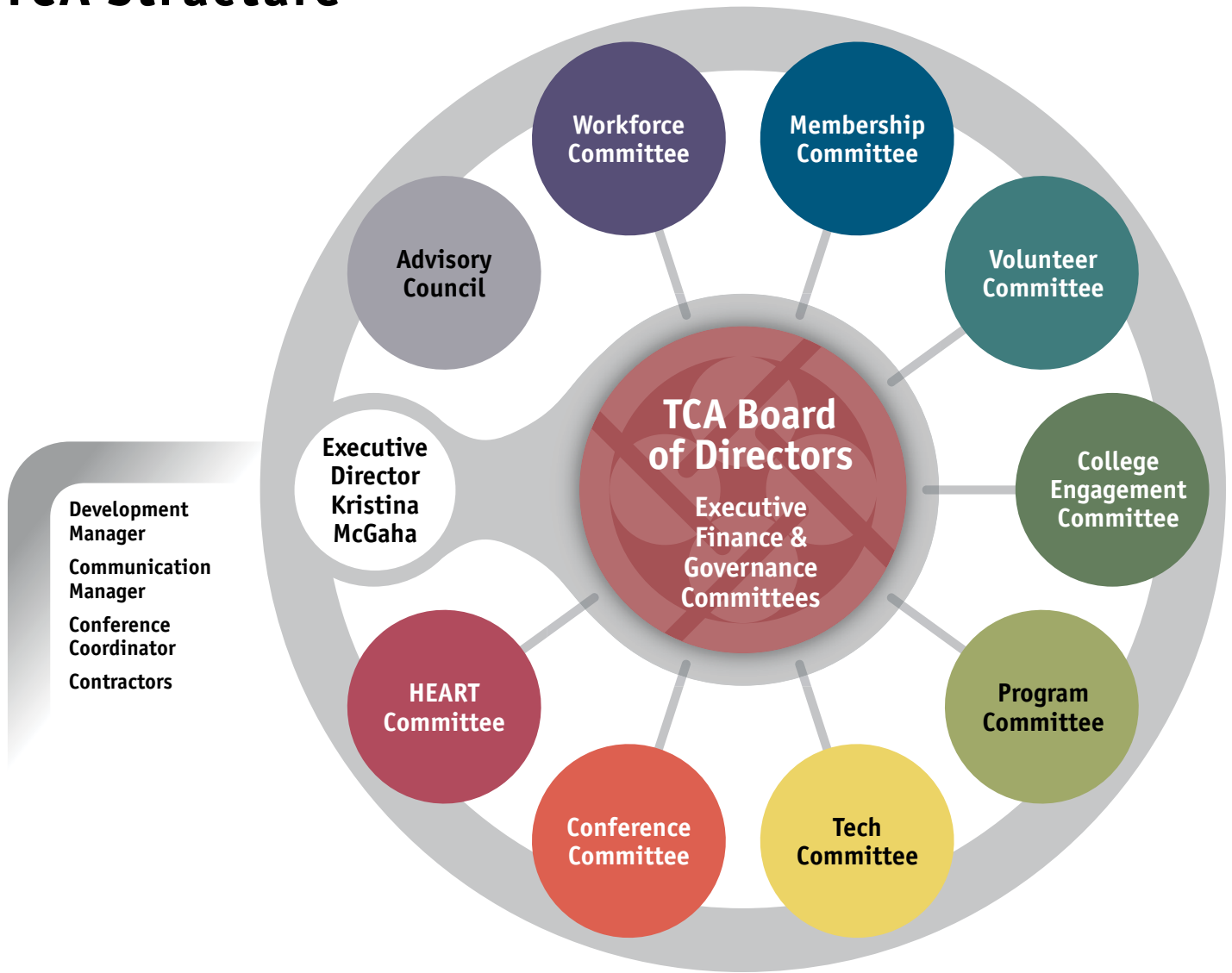
Unless written authorization is obtained in advance, volunteers will not be reimbursed for travel to/from their home to TCA activity sites.

Prior approval for any and all expenditures must be obtained in writing from the direct committee chair or staff and will require the approved reimbursement form submitted to their direct committee chair.

Volunteers bonding over their special colored shirts, NATC 2017, San Diego



TCA Structure



As in *kumidaiko*, TCA operates by everyone playing their part, and if done right can make amazing music. As a Volunteer, you could be assigned to directly support the Board or Staff, or even lead a project within one of our workgroups that we call committees. The Chair of the Volunteer Committee will work with you to find out where you are interested in helping, and where TCA could use your help.

TCA Structure (cont.)

Volunteers will perform different jobs depending on the work group, or committee, that you are assigned to. Some folks may want to be matched with a job they have expertise in, while others may want to try something new and learn from an experienced team. Here is a brief glimpse into our committees and what each one does to fulfill our mission at TCA:

Executive/Finance/Governance Committees

Each of these groups are composed of TCA Board Members who drive our strategy, vision, financial health, and long-term planning. On rare occasion a volunteer may be invited to serve in these committees depending on need and expertise of the volunteer.

HEART Committee

(Humility, Empathy, Anti-Racism, Representation, and Transparency)

This committee aims to raise awareness within the taiko community by encouraging dialogue and projects on DEAI (diversity, equity, inclusion, accessibility) through lenses like racial equity. They provide feedback and guidance to TCA leadership and will help craft programming to support this work.

Collegiate Engagement Committee

This committee serves as promoters, supporters, and sources of institutional knowledge for the collegiate taiko community. This is a direct throughline to working with and for the collegiate taiko community.

Conference Committee

This committee provides logistical support and steers the vision of our major (NATC) conference and regional (NATC-R) conferences. Some tasks include picking the theme of conferences, selecting performers and workshop leaders, and helping with outreach for sponsorships of TCA events.

TCA Structure (cont.)

Membership Committee

This committee stewards our relationship to our TCA members and includes coordinating recognition events, manning out membership table at events, and running out annual Member Drive and Taikothon.

Program Committee

This committee oversees our programming (with the exception of NATC/NATC-R). Examples of programs this group coordinates includes: Taiko Census, Leadership Program, and our webinar series of content. This is also the group that brainstorms new programming ideas for TCA as well.

Tech Committee

This committee provides the tech support, maintenance, and implementation of our websites and tech needs in programs. These committee members run our livestreams, build our websites, or help launch NATC registration.

Volunteer Committee

This committee serves you, our volunteers! They help identify volunteer needs for TCA, recruit, train, and pair individuals with those needs. They also coordinate recognition events for our volunteers throughout the year.

Workforce Committee

This committee assists the Executive Director in managing staff needs - including recruiting/hiring, training, and performance evaluation for all TCA staff.

Links

TCA Intranet - and internal hub of information to help you find what you need or who to connect with

<https://www.tcaintranet.org/>

Onboarding Forms - Please review and sign your handbook acknowledgement, conflict of interest, and data privacy forms

<https://form.jotform.com/223536570285964>

Stuart Paton (left) and Elise Fujimoto (right) preparing NATC conference materials for all the attendees



Appendix 1 - Onboarding Checklist

- Welcome and Initial Meeting
- Committee Assignment
- Meeting with Committee Chair
- Receive TCA Volunteer Manual
- Sign Volunteer Agreement
- Sign General Liability Waiver
- Sign Photo/Video Release Waivers
- Review and sign Code of Conduct
- Sign Tech Resources and Data Use Policy Acknowledgment
- TCA Email/G Suite Account Setup and access to TCA Intranet

Appendix 2 - Offboarding Checklist

- Return any borrowed items (t-shirts, badges, etc)
- Disable TCA email and intranet access
- Disable any other TCA housed communication platform (Slack, etc)
- Exit interview

Appendix 3 - Handbook for Event Volunteers

Introduction

This Handbook is a guide for volunteers working at TCA events. The general information provided here will help steer you as you decide how you want to volunteer and what to expect during the event. As every event is different, not every scenario or question will be answered here. Reach out to the event organizers for clarification or more information if you have questions.

Why Volunteer?

There are many reasons to volunteer at a TCA event. There are tangible benefits, like reduced admission or free t-shirts, but there's also the pride you'll get from contributing to the community and meeting new people. When considering signing up for an event, consider the following:

- What specialized skill sets do you have that can help with the event? For example:
 - ◇ Event planning
 - ◇ Audio/recording expertise
 - ◇ Team coordination
 - ◇ Public speaking

Volunteer Expectations

In order to make the event a success and run as smoothly as possible, TCA asks the following of our volunteers:

- Arrive on time and stay for your entire shift.
- Perform your tasks in a safe manner with regard to other volunteers, guests, and yourself.
- Communicate with us if you are unable, uncomfortable, or unwilling to perform a task.
- Treat guests and volunteers with respect.

With the help of you, your fellow volunteers, event organizers, and staff, TCA will be able to create a friendly work environment and make the event a positive experience for everyone.

Appendix 3 - Handbook for Event Volunteers (cont.)

Selecting a Volunteer Position

Carefully read the task/position description to see it could be a match for you:

- Will you be working as an individual or as part of a team?
 - ◊ If so, how many are in the team?
 - ◊ Can you work with family members, friends, or work colleagues as part of a team?
- Compare each task to your particular areas of interest. Are you a good match for the skills needed?
- Is the task location inside, outside or both?
- Does the task require physical effort? You may need to:
 - ◊ stand for long periods of time
 - ◊ move/lift/carry heavy items
 - ◊ work outside in uncomfortable conditions (for example: drum loading in the rain or cold)
- What will the weather be like?
- Will it teach you new skills or help you get better at skills you already have?

Time Slots

Each task will generally be broken up into several work shifts over the duration of the event. Consider your availability when selecting times for work shifts. Be sure to allow time for arrival, including transportation, parking, and check-in.

- What are the options for start and end times for the task?
- What time is check-in?
- How long will the work shifts be?
- Is there flexibility in the times, or is there a possibility of the work running late?
- How often/long are the breaks?
- Will you have time for meals?

Appendix 3 - Handbook for Event Volunteers (cont.)

Communication

Once you sign up, you'll be put in contact with the event coordinators. You may have several forms, including event waivers, to fill out. You should be prepared to tell the coordinators the following information:

- Any personal health information they should be made aware of
- Dietary restrictions if food/drink are to be provided
- An emergency contact in case anything happens on the day(s) of the event
- Any questions or concerns! Feel free to reach out at any time.

In turn, the organizers will provide you all the event information you need to know, including:

- Arrival, parking, and check-in procedures
- Event venue orientation and map
- The day's schedule and expectations for your particular shift
- Any training or special procedures you need to read in advance (for example: drum handling procedures)
- The contact information for the person in charge on the day of the event. This contact person may be different from the main event coordinators

What To Bring

TCA events usually involve many moving parts, including personnel, equipment, and locations. You'll probably be very busy during your entire volunteer shift. Prepare to have the following available with you:

- ID and signed waiver (you may have already submitted this information online as well)
- Personal medications
- Water bottle and snacks. Food and drink may be provided at the event, but it's always nice to have personal snacks that you know you'll enjoy eating if you need a quick break
- Appropriate clothing, shoes, and/or outerwear for the event and your shift.

Please leave valuables at home, as there may not be a secure area to store them.

Appendix 3 - Handbook for Event Volunteers (cont.)

During the Event

The big day is here! These guidelines will ensure that you get the most out of your volunteer experience. Again, if you will be late or need to cancel for any reason, please inform the event contact person as soon as possible.

Arrival Procedures

Arrive at least 15 minutes before the start of your shift to complete check-in

- You'll be handed any volunteer gear (t-shirt, wristband, safety equipment, etc.), schedule, maps, and/or orientation instructions that you'll need for the day
- It's a good idea to locate the bathrooms and use them before your shift
- Report on time to your designated location
- Learn any emergency procedures and where to find facilities/grounds supervisors.
- Know the locations of emergency exits, emergency phones, fire alarms, fire extinguishers, AED (Automated External Defibrillators)

Volunteer perspective of helping attendees in the Registration Line at NATC 2019 Portland



Appendix 3 - Handbook for Event Volunteers (cont.)

On Duty

Your assigned Team Lead and the other members of your volunteer team will be your event “family” for the day.

- Communication and teamwork during the event is key!
- If you need a break (bathroom, snack, etc), let your Team Lead know before stepping away
- Answer any questions from guests, staff, or other volunteers in a polite, timely and accurate manner.
- If you’re unsure about anything, ask your Team Lead first
- Let your Team Lead know if you are uncomfortable (physical discomfort, dealing with guests, issues with other volunteers, bored, etc.). They will try to make things right or find a different task for you.
- Safety: immediately advise your Team Lead of any safety concerns
 - ◇ This includes if you see attendees or other volunteers acting unsafely
 - ◇ You should not place yourself in any situation where your own safety or the safety of others would be put at risk.

Drum Handling

TCA events can involve many different groups loaning out their drums and equipment, which will be in varying condition.

- Your Team Lead will give detailed instructions on handling all drums and equipment
- Always treat equipment with respect and care
- Be aware that other groups may have different standards for equipment handling than your own group. Consult your Team Lead if unsure of procedures
- Always put safety first. Don’t lift large drums, oversized stands, or other heavy or awkward equipment on your own

Appendix 3 - Handbook for Event Volunteers (cont.)

Post-Event

The event is over and it was a success! Before you head home, follow these guidelines:

Check-Out

Inform your Team Lead when you depart and make sure there are no further instructions for you

- If you had loaned volunteer equipment issued to you, return it and log it (ID, safety equipment, possibly T-shirt)
- If you're entitled to a letter for community service hours, verify that you've received it or that you'll receive it after the event
- Check that you have all of your personal belongings before leaving

Follow-Up

Provide feedback to the event organizers on the event and your volunteer experience.

- Suggestions on how to improve the event for the guests and volunteers are the most useful!
- Report any safety issues or misconduct you witnessed by event staff or other volunteers during your shift
- Sign up for the TCA newsletter to see announcements of upcoming events to find your next volunteer opportunity

**Rhythm and heart
keeps us all happi.**



Former Board Members and Volunteers Terri (left) and Elise (right) having some behind-the-scenes fun



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taikocommunityalliance.org