

# THE CALLING 2018

A MOUNTAIN SNOWMOBILE FESTIVAL and NON-PROFIT FUNDRAISER

# **VOLUNTEERS COORDINATOR**

# **Table of Contents**

l.	The Calling Profile	2
	Mission Statement	
	Objectives	
	Organizational Chart	
II.	Activity Profile	4
III.	Coordinator Roles and Responsibilities	4
IV.	Contacts Sheet	5
V.	Timeline and Activity Schedules	6
VI.	Budget	0
VII.	Marketing	I
VIII.	Legal and Liability Management	2
IX.	Policies I	3
	Code of Conduct	
	Policies in Review	
X.	Risk Management	4
XI.	Site Plan	6
XII.	Equipment I	8
XIII.	Contractors	8
XIV.	Volunteers I	9
XV.	Sponsors	.0
XVI.	Stakeholders and Community Resources 2	.0
V\/II	Additional Notes	<b>^</b>

## **The Calling Profile**

#### **Mission Statement**

The Calling is an annual snowmobiling festival in Revelstoke, British Columbia that generates funding for non-profit groups, shifts the culture of safe backcountry mountain motorized use practices, generates community revenue and exposure for Revelstoke as a world-class snowmobiling destination.

#### **Objectives**

The objectives of The Calling are as follows:

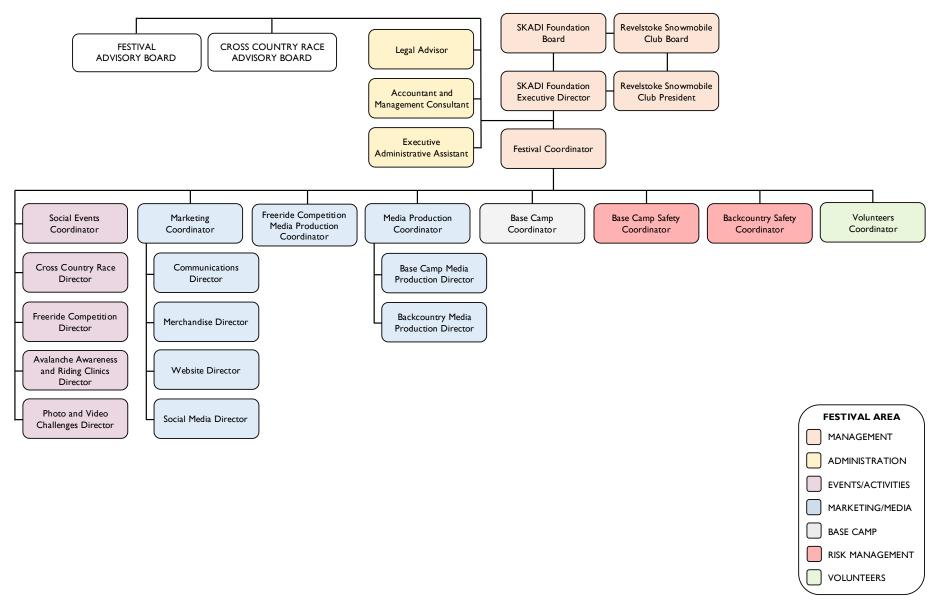
- Establish an annual snowmobiling festival in Revelstoke, BC specific to the winter sport community that
  includes a prestigious Cross Country Snowmobiling Race, Vendor Village, Freestyle Demonstrations,
  Education Clinics and Entertainment.
- Devise a strict Risk Management Plan that includes an effective Emergency Response Plan; these plans should set a new precedence in the industry and be used as a legacy for succeeding winter sport events.
- Raise funds for local non-profits.
- Provide educational opportunities that direct a shift in the culture of safe backcountry mountain motorized use practices.
- Work with local volunteers and clubs to achieve an inclusive community event.
- Use community resources wherever possible to generate community revenue.
- Cross-market Revelstoke, British Columbia and Canada as a world-class snowmobiling destination.
- Maximize marketing opportunities for sponsors and stakeholders.

#### **Organizational Chart**

Attached Organization Chart.

#### THE CALLING ORGANIZATIONAL CHART

as at August 1, 2017



## **Activity Profile**

The Volunteers Coordinator recruits and schedules volunteers, ensures relevant waivers and Criminal Record Checks are completed, and collects copies of required certifications and licenses.

## **Coordinator Roles and Responsibilities**

The Coordinator works directly with the Festival Coordinator. The following is a summary of the Coordinator's responsibilities:

- Design a proposal that meets the requirements outlined in the Activity Profile and follows The Calling's objectives and Coordinator Package Template.
- The Coordinator of the winning proposal must make any changes required by the Boards in accordance with their contract and resubmit their package for final approval. The Festival Coordinator is then responsible for forwarding the approved package to the Executive Administration Assistant and relevant Coordinators indicated in each section of the package.
- Ensure the Festival Coordinator, Executive Administrative Assistant and relevant Coordinators indicated
  in each section of the package are immediately notified regarding changes to the package leading up to the
  festival and during the festival.
- Submit detailed schedules for all persons involved with their Activity.
- The Coordinator is required to attend the daily Morning Safety/Operations Meetings and Safety/Operations Debrief Meetings during the festival.
- Provide a general budget for their Activity.
- Work within the Legal and Liability Management outline provided by The Calling and provide insight on potential Legal and Liability Management issues within their area of responsibility.
- Submit the Risk Assessment Package for their Activity and work within the Risk Management outline provided by the Base Camp Safety Coordinator.
- Appoint a designated emergency response lead at the site of their Activity who in the event of an Emergency follows the steps outlined in the Emergency Procedures Insert at the front of the final Coordinator Package.
- The Coordinator must contract, supply and is responsible for equipment required to conduct their Activity.
- The Coordinator must hire and is responsible for sub-contractors required to conduct their Activity.
- Collect and provide feedback for Festival Debrief Meeting.
- The Coordinator must ensure their Activity is conducted in compliance with The Calling's Code of Conduct and Policies.

# **Contacts Sheet**

The Coordinator must submit a Contacts Sheet for persons involved in their Activity. The Festival Coordinator, Executive Administration Assistant and the Base Camp Safety Coordinator must be notified immediately if changes are made to the Contacts Sheet.

VOLUNTEERS COORDINATOR CONTACTS SHEET				
Name	Role	Email	Phone	
(enter later)	Executive Administrative Assistant	(enter later)	(enter later)	
	Festival Coordinator			
	Cross Country Race Director			
	Freeride Competition Director			
	Avalanche Awareness and Riding			
	Clinics Director			
	Photo and Video Challenges Director			
	Social Events Coordinator			
	Marketing Coordinator			
	Communications Director			
	Merchandise Director			
	Website Director			
	Social Media Director			
	Media Production Coordinator			
	Base Camp Media Production			
	Director			
	Backcountry Media Production			
	Director			
	Freeride Competition Media			
	Production Coordinator			
	Base Camp Coordinator			
	Base Camp Safety Coordinator			
	Backcountry Safety Coordinator			
	Volunteers Coordinator			
	(Additional contacts may be entered			
	later)			
	Contractor			

# **Timeline and Activity Schedules**

The Coordinator must submit schedules for all persons involved in their Activity. The Festival Coordinator, Base Camp Safety Coordinator, Executive Administrative Assistant and Marketing Coordinator (relevant information) must be notified immediately if changes are made to the timeline and schedules.

# THE CALLING 2018 PROJECT DEVELOPMENT/IMPLEMENTATION TIMELINE 2017-2018

2017-2018			
2017 Project Development Budgets Fundraising Communications Scheduling Implementation Monitoring Problem Management	<ul> <li>May-Sep: PHASE I – BUDGET DEVELOPMENT</li> <li>Complete Draft 3 of Operations and Business Plans</li> <li>Coordinators/Directors submit proposals; upon acceptance revisions required by Board</li> <li>Fill all positions</li> <li>Definitive Budgets (+10% to -10% accuracy)</li> <li>Finalize Coordinator/Director Packages</li> <li>Jul-Sep: PHASE 2 – FUNDRAISING STRATEGY</li> <li>Team Meeting         <ul> <li>Fundraising Strategies Brainstorm Session</li> <li>Team Resources and Skills Assessment</li> <li>Establish Sponsorship Structure/The Calling 2018 Branding</li> <li>Media Development for fundraising strategies</li> <li>Strategy Launches</li> </ul> </li> <li>Jul-Sep: PHASE 3 – COMMUNICATIONS     <ul> <li>Team Communication Strategies/Templates</li> <li>Stakeholder Communication Strategies/Templates</li> <li>Media Communication Strategies/Templates</li> </ul> </li> <li>Jul-Sep: PHASE 4 – SCHEDULING         <ul> <li>Work Breakdown Structures, GANTT Charts, Milestones Chart (visually easy to follow)</li> <li>Deadlines, follow-up, accountability, monitoring</li> <li>Status Updates and Status Reports</li> </ul> </li> <li>Sep-Dec: PHASE 5 – IMPLEMENTATION         <ul> <li>Deposits to Coordinators/Directors</li> <li>Booking</li> <li>Permits/Government Approvals</li> <li>Public Consultations</li> <li>Vital Services Meetings</li> <li>Policy Development</li> </ul> </li> </ul>		
	<ul> <li>Launch Marketing Strategy</li> <li>Sep-Dec: PHASE 6 - MONITORING</li> <li>Follow-up</li> <li>Team and Stakeholder Communications</li> <li>Sep-Dec: PHASE 7 - PROBLEM MANAGEMENT</li> <li>Assist team with staying on track</li> </ul>		
2018 Implementation Monitoring Problem Management Closing	<ul> <li>Jan-Mar: PHASES 5-7</li> <li>Jan: Confirm contractors and rentals</li> <li>Feb: Plan review and last-minute corrections</li> <li>Mar: Festival set-up and take-down</li> <li>Mar-Apr: PHASE 8 - CLOSING</li> <li>Apr: Appreciation to Volunteers, Stakeholders, The Calling Members and Contractors</li> <li>Apr: Festival Debrief and develop The Calling 2019 Plan</li> <li>May: Present The Calling 2019 Plan to Stakeholders</li> </ul>		

# VOLUNTEERS COORDINATOR DEVELOPMENT/IMPLEMENTATION TIMELINE 2017-2018

Activities that	<ul> <li>Work with Exec Admin Team on Policy Development</li> </ul>		
need to be	<ul> <li>Meet with Base Camp Safety Coordinator to develop Risk Management Plan</li> </ul>		
included in	ncluded in Submit safety gear, radios, barriers and pylons request to Base Camp Safety Coordina		
Timeline	<ul> <li>Meet with Marketing Coordinator to develop/pick-up/distribute marketing content</li> </ul>		
	<ul> <li>Volunteer Recruitment Drive marketing (digital and printed advertising posters,</li> </ul>		
	newspaper ads, radio ads), badges and identifiers, signage (event indicator-Volunteers		
	Headquarters at Base Camp), sponsor banners, swag bag, custom webpage (position		
	descriptions [schedule, job descriptions, times and locations], volunteer registration form,		
	recruitment drive schedule, schedule changes and location changes), working group		
	webpage (schedules for volunteers), social media ads (open spots, encourage registration,		
	activity ads, schedule and location changes).		
	<ul> <li>Meet with each Director/Coordinator to establish volunteer requirements</li> </ul>		
	Establish a recruitment strategy		
	<ul> <li>Develop Volunteers Form, Waiver and Guidelines</li> </ul>		
	Collect waivers and relevant criminal record checks		
	<ul> <li>Collect copies of licenses and certifications for due diligence</li> </ul>		
	Prepare and distribute schedules		
	Pre-Festival Volunteers Meeting agenda		
2017	Aug		
	<ul> <li>Submit Proposal, complete required adjustments</li> </ul>		
	■ Sep		
	Attend Fundraiser Meeting		
	• Oct		
	■ Nov		
	■ Dec		
2018	■ Jan		
	Confirm contractors and rentals		
	■ Feb		
	Plan review and last-minute corrections		
	■ Mar		
	<ul> <li>Conduct Volunteer Briefing Meeting with volunteers scheduled to work within your area</li> </ul>		
	of responsibility		
	Collect/distribute badges and identifiers from Marketing Coordinator		
	Collect and distribute safety gear and radios from Base Camp Safety Coordinator		
	<ul> <li>Collect and distribute avalanche safety equipment from Backcountry Safety Coordinator</li> </ul>		
	Apr		
	Collect Feedback		
	Collect/return safety gear and radios to Base Camp Safety Coordinator  Collect/return safety gear and radios to Base Camp Safety Coordinator		
	Collect/return avalanche safety equipment to Backcountry Safety Coordinator  Accord Fostival Debriating Mosting  Accord		
	Attend Festival Debriefing Meeting  Ac at XXX 2017		
	As at XXX, 2017		

DAILY VOLUNTEERS SCHEDULE COORDINATOR March 29 – April 2, 2018			
Thursday,	■ 7:00am - 8:00am: Festival Set-up Meeting		
March 29	■ 1:00pm - 2:00pm: The Calling Members Meeting		
	■ 3:00pm - 4:00pm: Volunteers Meeting		
Friday,	<ul><li>7:00am - 8:00am: Festival Safety Meeting</li></ul>		
March 30	<ul> <li>8:00am - 10:00am: Festival Operations Meeting (8-9) and Free Breakfast</li> </ul>		
STAT	<ul><li>5:00pm - 6:00pm: Opening Ceremony</li></ul>		
	<ul> <li>7:00pm - 8:00pm: Safety/Operations Debrief Meeting</li> </ul>		
Saturday,	<ul><li>7:00am - 8:00am: Festival Safety Meeting</li></ul>		
March 31	<ul> <li>8:00am - 10:00am: Festival Operations Meeting (8-9) and Free Breakfast</li> </ul>		
	<ul><li>7:00pm - 8:00pm: Safety/Operations Debrief Meeting</li></ul>		
Sunday,	<ul><li>7:00am - 8:00am: Festival Safety Meeting</li></ul>		
April I	<ul> <li>8:00am - 10:00am: Festival Operations Meeting (8-9) and Free Breakfast</li> </ul>		
	<ul><li>5:00pm - 6:00pm: Closing Ceremony and Awards</li></ul>		
	<ul><li>7:00pm - 8:00pm: Safety/Operations Debrief Meeting</li></ul>		
Monday, April 2	8:00am - 9:00am: The Calling Members and Stakeholders Meeting		
		As at XXX, 2017	

DAILY VOLUNTEERS SCHEDULE VOLUNTEER March 30 – April 1, 2018				
Friday, March 30 STAT	<ul> <li>7:00am - 8:00am: Festival Safety Meeting</li> <li>8:00am - 10:00am: Festival Operations Meeting (8-9) and Free Breakfast</li> <li>7:00pm - 8:00pm: Safety/Operations Debrief Meeting</li> </ul>			
Saturday, March 31	<ul> <li>7:00am - 8:00am: Festival Safety Meeting</li> <li>8:00am - 10:00am: Festival Operations Meeting (8-9) and Free Breakfast</li> <li>7:00pm - 8:00pm: Safety/Operations Debrief Meeting</li> </ul>			
Sunday, April I	<ul> <li>7:00am - 8:00am: Festival Safety Meeting</li> <li>8:00am - 10:00am: Festival Operations Meeting (8-9) and Free Breakfast</li> <li>7:00pm - 8:00pm: Safety/Operations Debrief Meeting</li> </ul>	As at XXX, 2017		

GENERAL VOLUNTEER SCHEDULES				
Volunteer Coordinator	Backcountry Event Volunteer	Base Camp Volunteer		
Pre-Festival  Recruiting  Develop Volunteers Form, Waiver and Guidelines  Submit content for posters and newspaper ads to Marketing Coordinator  Work with Coordinators/Directors to establish volunteer requirements  Prepare/submit badge, identifiers, safety gear and radio requirement lists  Collect waivers and relevant Criminal Record Checks  Collect copies of licenses and certifications for due diligence Prepare/Distribute schedules  Collect badges, identifiers, safety gear and radios for distribution  Facilitate Pre-Festival Volunteers Meeting	<ul> <li>Pre-Festival</li> <li>Acquire required licenses and certifications</li> <li>Attend Pre-Festival Volunteers Meeting</li> <li>Pre-Festival Briefing Meetings with relevant Coordinators and Directors</li> <li>Complete waivers and Criminal Record Check (if required)</li> <li>During</li> <li>Collect schedule, badge, identifiers, safety gear and radios</li> <li>Attend Morning Safety and Operations Meetings</li> <li>Free Breakfast</li> <li>Attend Safety Debrief Meeting</li> <li>Post-Festival</li> <li>Return safety gear and radios</li> <li>Provide feedback for next year</li> </ul>	Pre-Festival  Attend Pre-Festival Volunteers Meeting Pre-Festival Briefing Meetings with relevant Coordinators and Directors Complete waivers and Criminal Record Checks (if required)  During Collect schedule, badge, identifiers, safety gear and radios Attend Morning Safety and Operations Meeting Free Breakfast Attend Safety Debrief Meeting  Post-Festival Return safety gear and radios Provide feedback for next year		
<ul> <li>During</li> <li>Outstanding and last-minute waivers and Criminal Record Checks</li> <li>Distribute badges, identifiers, safety gear and radios</li> <li>Attend Morning Safety and Operations Meetings, attend Safety Debrief Meeting</li> <li>Free Breakfast</li> <li>Proper allocation of volunteers during festival</li> <li>Post-Festival</li> <li>Collect safety gear and radios</li> <li>Collect feedback from volunteers for Festival Debrief Meeting</li> <li>Attend Festival Debrief Meeting</li> </ul>				

## **Budget**

The budget of \$XX,XXX has been allocated to this area of responsibility. The Coordinator must provide a general breakdown of projected expenses for the Activity. Include in-kinds and potential receivables.

The budget in this area of responsibility may include: Coordinator salary, registration form/package development, paper, ink, binders, clipboards, pens, Volunteers Headquarters and Recruitment Drives table and chairs.

Items supplied by other areas of responsibility include: marketing materials indicated in Marketing section supplied by Marketing Coordinator; safety gear, radios, barriers and pylons supplied by Base Camp Safety Coordinator; Safety Team supplied by Base Camp Safety Coordinator; Swag Bag contents and Volunteers Headquarters tent at Base Camp supplied by Base Camp Coordinator; spare backcountry safety equipment (avalanche transceiver, probe, shovel, airbag) for working groups and participants supplied by the Backcountry Safety Coordinator.

## **Marketing**

Marketing for this area of responsibility is supplied by the Marketing Coordinator. Items in the Marketing Plan specific to this area of responsibility include: Volunteer Recruitment Drive marketing (digital and printed advertising posters, newspaper ads, radio ads), badges and identifiers, signage (event indicator-Volunteers Headquarters at Base Camp), sponsor banners, swag bag, custom webpage (position descriptions [schedule, job descriptions, times and locations], volunteer registration form, recruitment drive schedule, schedule changes and location changes), working group webpage (schedules for volunteers), social media ads (open spots, encourage registration, activity ads, schedule and location changes).

The Coordinator must submit a request for marketing materials, provide content, and notify the Marketing Coordinator of any incorrect or updated information for the website and social media regarding their area of responsibility.

It is an objective of *The Calling* to maximize marketing opportunities for sponsors and stakeholders. The Coordinator must provide insight to and submit requests to the Marketing Coordinator for marketing opportunities within their area of responsibility for example: promotions, cross-marketing and merchandise.

## **Legal and Liability Management**

The Coordinator must work within the Legal and Liability Management outline provided by *The Calling*. The Coordinator must provide insight on potential Legal and Liability Management issues within their area of responsibility.

Potential Legal and Liability Management within this area of responsibility include:

- Role Contract
- Collect required copies for due diligence: waivers (participant, sub-contractors, volunteers), contracts, certificates, permits, licenses, sub-contractor WCB clearance letters
- Volunteer Waivers, Criminal Record Checks
- Radio Use Permit
- Policy Development: Confidentiality (collecting and storing volunteer data, Cross Country Race information), Volunteer Guidelines (not accepting money, not getting recognition if they do not show up for scheduled shift), Injured Volunteer, Bad Weather, Medical Policy for the Removal of Volunteer

### **Policies**

#### **Code of Conduct**

Members of *The Calling*, Contractors and Volunteers actively representing *The Calling* must behave in a professional, safe manner and act in the best interest of *The Calling*. Alcohol consumption and drug use is detrimental to *The Calling*'s vision of providing a safe, community event and is not acceptable.

#### **Policies in Review**

The following policies are in review for this area of responsibility: Confidentiality (collecting and storing volunteer data, Cross Country Race information), Volunteer Guidelines (not accepting money, not getting recognition if they do not show up for scheduled shift), Injured Volunteer, Bad Weather, Medical Policy for the Removal of Volunteer

## **Risk Management**

It is an objective of *The Calling* to devise a thorough Risk Management Plan that includes an effective Emergency Response Plan. Risk Assessment Packages assist Safety Coordinators in the development of Risk Management Plans and ensure Vital Service requirements are in place at each Activity. The following plans are explored in the Risk Assessment Package: Master Site Plan, Medical Plan, Security Plan, Public Health Plan, Fire Safety Plan, Communications Plan, Traffic Management Plan, Liquor Control Plan, Other Contingency Plans.

The Base Camp Safety Coordinator will assist with developing and finalizing the Risk Assessment Package for this area of responsibility. The Coordinator must work within the finalized Risk Management Plan provided by the Base Camp Safety Coordinator. The Coordinator must appoint a designated emergency response lead at the site of the Activity who in the event of an emergency follows the steps outlined in the Emergency Procedures Insert (provided by the Base Camp Safety Coordinator) at the front of the final Coordinator Package. The Festival Coordinator, Base Camp Safety Coordinator and the Executive Administration Assistant must be notified immediately if changes are made to the Risk Management Plan.

The following planning considerations will be reviewed in the Risk Assessment Package for this area of responsibility:

#### Medical Plan

Complete risk assessment result will be - Not Applicable in this area of responsibility. Volunteers will be provided with medical assistance from the area of responsibility they are volunteering in. In the case of an emergency the Volunteers Coordinator may be contacted for a volunteer's medical information.

#### Security Plan

security risk assessment, communications protocol

#### Public Health Plan

Complete risk assessment result will be - Not Applicable in this area of responsibility

#### Fire Safety Plan

Complete risk assessment result will be - Not Applicable in this area of responsibility

#### **Communications Plan**

designated communications lead, communication devices

#### Traffic Management Plan

Complete risk assessment result will be - Not Applicable in this area of responsibility

#### **Other Contingency Plans**

delay/cancellation protocol, emergency response protocol

Additional Risk Management within this area of responsibility include: Coordinator and specified volunteers must attend Morning Safety/Operations Meetings and evening Safety/Operations Debrief Meetings, timed interval checkin log, Backcountry and/or Base Camp Safety Teams to respond in the event of an Emergency.

The Risk Assessment Package for the Volunteers Coordinator should cover only the Volunteers Coordinator's volunteers. All other volunteers should be covered in their respective working area Risk Assessment Packages.

# **Site Plan**

The Site Plan for this area of responsibility will be included in the Base Camp Site Plan if the Volunteers Headquarters is set-up at Base Camp. If a Volunteers Headquarters is set-up elsewhere a Site Plan may be required.

{INSERT BASE CAMP SITE PLAN HERE}

## **Equipment**

It is an objective of *The Calling* to use community resources wherever possible to generate community revenue. The Coordinator must contract, supply and are responsible for equipment needed to conduct their Activity. The cost for equipment is outlined in the budget.

Equipment required in this area of responsibility may include: Volunteers Headquarters/Recruitment Drives table and chairs.

### **Contractors**

It is an objective of *The Calling* to use community resources wherever possible to generate community revenue. The Coordinator is responsible for hiring Contractors. Contractors hired must be in good standing with WCB. The Coordinator must collect insurance, waivers and other pertinent documents from their Contractors and submit copies to the Festival Coordinator for proof of due diligence. A list of potential/confirmed Contractors should be provided here.

Contractors required in this area of responsibility may include:

### **Volunteers**

It is an objective of *The Calling* to achieve an inclusive community event; Coordinators are encouraged to access volunteers and community groups wherever possible. Coordinators must submit a Request for Volunteers to the Volunteers Coordinator and include the information sampled in table below. For liability and security purposes all volunteers must be registered by the Volunteers Coordinator.

The Volunteers Coordinator recruits and schedules volunteers, ensures relevant waivers and Criminal Record Checks are completed, and collects copies of required certifications and licenses. Volunteers must not be given money or gift certificates for their services. The Coordinator may contact the Volunteers Coordinator if a scheduled volunteer does not show up for their shift.

A list of potential/confirmed Volunteer opportunities should be provided here.

REQUEST FOR VOLUNTEERS			
	General Job Description	Requirements	Safety Gear/ Certificates/Licenses
Volunteers Coordinator			
Volunteers Coordinator Assistant (1)	Data entry, phone calls, etc.	{What days/hours}	
Volunteers Headquarters Services (2 per shift)	Work at Volunteers Headquarters at Base Camp, Volunteers check-ins/outs, schedule and location support, badge/identifier/safety gear/radio distribution and collection, etc.	{What days/hours?}	

Volunteer opportunities for this area of responsibility may include: Volunteers Coordinator Assistant, Volunteer Headquarters services.

## **Sponsors**

It is an objective of *The Calling* to maximize marketing opportunities for sponsors and stakeholders. The Coordinator must provide a list of sponsor marketing opportunities within their Activity.

Sponsor Opportunities for this area of responsibility may include: sponsor banner at Volunteers Headquarters, sponsor logos on volunteer identifiers, local newspaper sponsors (offer discount/free ads).

# **Stakeholders and Community Resources**

The Coordinator must provide a list of stakeholders and organizations that may be effected by or could provide insight to their Activity and may need to be solicited.

Stakeholders that may be effected by this area of responsibility may include:

### **Additional Notes**

Access recruiting platforms: govolunteer.ca, volweb.ca

Use online volunteer form on BC Games website as guide.

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SKADI Foundation
Box 362
Revelstoke BC V0E 2S0
skadifoudation@gmail.com
http://www.skadifoundation.com

Writer: Jeremy Hanke Writer/Editor: Misty Bergquist

Contributors: Craig Moore, Duncan Lee, Emily Roberts, Erik Luzak, Jaclyn Moore, Jeff Scott, Mark Karlstrom,

Robert Sim, Scott Wickson