

2020 Volunteer Handbook

Boulder County Fair, Livestock Show & Rodeo Est. 1869



Dear Volunteer:

On behalf of the Boulder County Fair, Livestock Show & Rodeo Fair Board we wish to express our deepest of gratitude from all our volunteers for their invaluable service in helping make this event the highest quality fair around! The dates of the fair in 2020 are July 31st – August 9th and as many of you know, we are the oldest county fair in Colorado.

The Boulder County Fair is a non-profit organization dedicated to the education of our youth and their families. This event is reliant upon support from the community to fund many of its programs and development. We are honored to provide a forum for the 4-H/FFA youth who have chosen the Boulder County Fair as their choice location to become involved and display their projects.

We wish everyone luck with their projects and hope you're able to take some time and enjoy the special events and concerts provided during the fair this year.

This Handbook is a critical accessory to better inform you as a Boulder County Fair volunteer while also providing you with general Fair information so you're better equipped to assist fair-goers and exhibitors. We will be hosting volunteer orientation trainings which will be posted in June. Please check back on our website at the time for training dates, location and times.

Again, we thank you for your valuable donation of time and expertise to help make this a fulfilling experience for our attendees and exhibitors!

Sincerely,

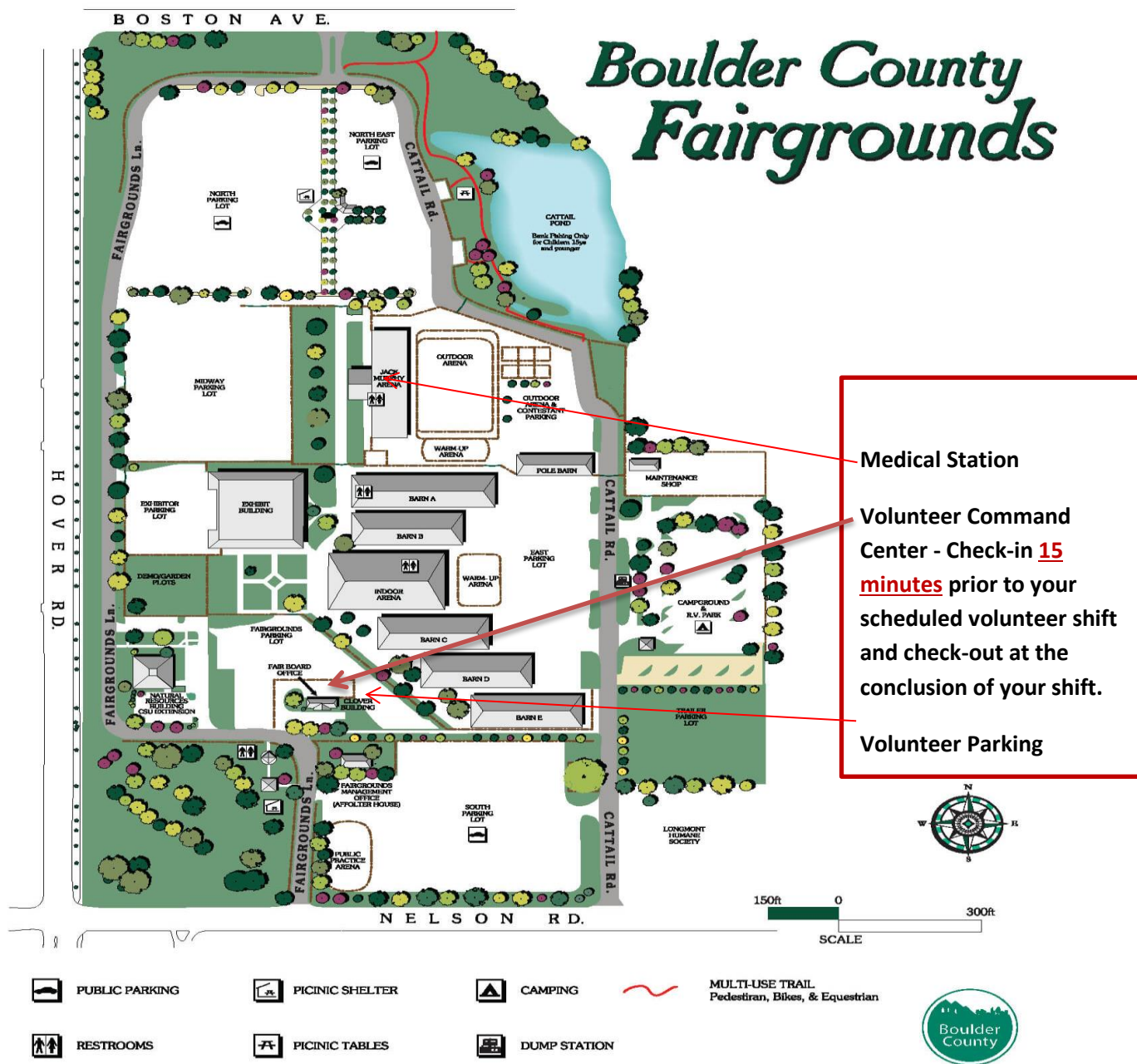
Dominique Sexton
President Fair Board

There are many volunteer positions available to fill at the Boulder County Fair. We continue to recruit up to and throughout the fair. If you know of anyone interested, please send them our way by having them visit us at www.bouldercountyfair.org and select **Get Involved** or call our office at (720)864-6460, Laura Boldt – Director, Boulder County Fair.

The Boulder County Fairgrounds are located at:

9595 Nelson Road, Fairgrounds Office #200 * (Corner of Nelson & Hover Roads)
Longmont, Colorado 80501

Access to the special Volunteer Parking area are provided during Orientation Training



During the 2019 Volunteer Event season there are Fair leaders that we would like to introduce to you. Our Fair Board is committed community stewards and volunteers who care deeply about the mission and vision of this great event tradition in our community. If you or anyone you know of are interested in serving as a fair board member please contact our Fair Director, Laura Boldt at (720)864-6460

FAIR BOARD MEMBERS

<u>President</u>		<u>Vice President</u>	
Dominique Sexton		Amy Barz	
<u>Secretary</u>		<u>Treasurer</u>	
Melanie Bohren		Joe Winslow	
<u>Members</u>			
David Shanahan		Kate Laubacher	
Tom Vetter		Jim Abendschan	
Robert Oyugi			
<u>CSU Extension</u>			
Brenda Kwang	Faith Krochel	Anne Zander	

VOLUNTEER “BE OUR BEST” & YOUR SAFETY GUIDELINES:

- ✓ **UNIFORM:** If you are working as a guest services volunteer, you will be required to wear your name badge, t-shirt, blue colored pants (jeans are okay), and closed toed shoes. You will be provided a yellow Boulder County Fair Volunteer t-shirt sponsored by Longmont Texas Roadhouse Restaurant. All of our volunteers who complete their shift will be provided with a coupon for a free dessert at the Longmont location only (insert address) as a thank you for your service. NOTE: Please do not alter your t-shirt, e.g. cutting cropping half t-shirt etc. Many thanks!
- ✓ **SHOES:** Closed toed shoes required. No flip flops or opened toed shoes allowed.
- ✓ **HATS:** If you are working outside, we encourage you to wear a cowboy hat or some type of hat where the guest can still see your face and eyes. However we require No logoed hats please, unless of course it's one of our sponsoring partners of the Boulder County Fair. We will provide you with that during the Orientation Training plus we'll have snacks and drinks while we chat.
- ✓ **SUNGLASSES:** Yes, please bring and wear sunglasses, your eyes need protection too. If you are a guest services volunteer, we will go over best practice while encountering visitors at the fair and how sunglasses can sometimes seem like you are not engaging with a customer. ☺
- ✓ **TROUSERS:** Please wear blue colored pants, capris or walking shorts. Jeans are great or any color of blue. No short-shorts please we are a family oriented event.
- ✓ Sun Screen is strongly advised. We will have a supply in the Volunteer Command Center if you are working out in the sunshine.
- ✓ **WATER:** Please feel free to bring your own water bottle and fill it up in the Volunteer Command Center. Please know we will have a cold supply of bottled water available to you during your shift. Your Volunteer Team Captain and Coach will ask often if you have been drinking your water. It can get very hot in July and August in Colorado and we do not want you to get dehydrated and need to call on our emergency services team.
- ✓ **BREAKS:** You will need breaks for stretching, water, or if outdoors to take a cool shade respite. Your Volunteer Team Leader will work with you to ensure that you are taking good care to have a FUN volunteer experience with us.
- ✓ **ARRIVAL & CHECK-IN:** Please arrive 15 minutes prior to your scheduled shift to check in at the Volunteer Command Center. There you will be checked in, ensure that you have all components of your uniform, go over the days' highlights and any changes in events, any potential weather reports to be aware of. You will complete your door prize drawing tickets, be provided with bottled water if you didn't bring your own container,
- ✓ **PARKING:** Volunteers will have designated parking close to the fair office. The location will be shown during orientation. Volunteers will be provided with passes to get in the parking lot.
- ✓ **EMERGENCY SITUATIONS:**
 - EMERGENCY NUMBERS:** Emergency numbers to be provided during orientation training. Some of our volunteers will be assigned radios, and others will have your cell phones. Please add (720)864-6460 to your cell phone which is the office number. **Should an emergency situation arise, first call security on the radio. Paramedics and Sheriff Deputies will determine when to call 911.**

○ **SECURITY**

A volunteer may be the first person notified if someone is sick or injured, or if an animal is sick or injured, or if there is a security problem such as a fight, theft or lost item. If you are called upon to help in a situation requiring Sheriff Deputies, EMTs, or Security to provide assistance,

first call security on the radio or find a radio. Paramedics and Sheriff Deputies will determine when to call 911.

While on the radio, talk clearly and be calm. Often in emergency situations you don't realize how your voice may come across on the radio. Remain calm to be effectively heard. Do not panic. Give locations and briefly indicate the problem so security personnel can react immediately.

The Information Center, Exhibit Building, is a good central location and there is a radio there if your phone is not working or you do not have access to a fair radio.

- **Lost Children/Missing Persons:** should a lost child come to you, be brought to you or be reported to you and if you have possession of a lost child please attempt to partner with your Team Captain. Be sure to call/radio a Sheriff Deputy. Often children are frightened and you and your volunteer partner may be the person(s) they feel safest with at the time. Please be calm and reassure the child that you and the Fair team will reunite them with their family as quickly as possible. You may offer water, but **DO NOT** offer any type of food or candy because they might have an unknown food allergy and we do not need to exacerbate the situation with a sick child. We will have stickers, toys, color pages & stuffed animals available in the Fair Office to help keep them occupied while locating their lost family. You will be asked to help while our safety professionals are locating the parents. In most cases parents are already looking for the child and may have contacted a deputy or public safety official. If a parent contacts you, then you must direct them to the Sheriff Deputy. The Security team or your Volunteer Team Captain will release you back to your volunteer position. **THANK YOU!**

Do note if asked, announcements for lost or missing persons are announced in the Indoor Arena they will be making announcements on the Public Address system as well as along the midway to assist in reuniting people.

Please help by letting your Volunteer Team Captain, a Sheriff Deputy or Security Personnel team member know if a child was reunited or if a lost person, family or friends have been reunited. It helps get the word spread throughout the fairgrounds much quicker. ☺

- **EVACUATION:**
When you hear a fire alarm, OR you are told to evacuate the building, leave immediately. Be aware of emergency vehicles responding to your location. Stay clear of exits and emergency personnel. Stay calm and follow directions of emergency personnel. Report to your designated Meeting Place. Stay in your designated shelter room until you are told it is safe to leave. When a **Tornado Warning** is issued, it means a tornado has been sighted or is imminent. Take shelter immediately in your designated area.

Fairgrounds designated Evacuation Meeting place: **Picnic Shelter**

Fairgrounds designated Shelter Rooms: **Clover Building Basement, Natural Resources Building Basement (restrooms), Exhibit Building and Indoor Arena.**

- **Loose Livestock,** There will be large livestock throughout the fairgrounds during your time as a volunteer. Should a bull or other large animal get loose, **FIRST** and foremost make sure you

are in a safe place. **DO NOT** attempt to try and help capture the animal. If you have radio, please contact your Volunteer Team Captain for assistance, a Sherriff Deputy or Security for assistance. BE specific as to the location and TIME that you saw the animal and in which direction it was headed. Again, do not try to help capture the animal, their owner and keepers know how to best help in these situations and you may make matter worse.

- **Injured or Sick Visitors:** Please use the assigned radio or your cell phone to contact the emergency numbers and contacts we provided earlier in the handbook and during Orientation Training.
- **Disorderly Visitors:** We want you to be able to stay and enjoy the fair after your shift, so please be advised that you **MUST** remove your Volunteer Uniform if you are staying after your shift has completed to enjoy personal time at scheduled concerts or other events. Should you encounter a unhappy customer that you are unable to calm down because of a substance issue or perhaps a mental health issue, please **DO NOT** hesitate to contact your Volunteer Team Captain, Security or the Sherriff depending on the circumstance and allow them to work through the issue. Again, we want your Volunteer experience to be FUN and enjoyable!

COMPLAINTS/SUGGESTIONS

- All complaints or suggestions are welcome and should be taken to the Fair Office. Have people write their recommendations down and if they would like to be called to discuss follow-up that a phone number or e-mail contact will be needed. Complaints and suggestions can be taken at any of the Information Booths and will be taken to the Fair Office at the end of the volunteer shift.

PERSONNEL POLICY - HARASSMENT

- The Boulder County Fair, Livestock Show & Rodeo provides a workplace and atmosphere free of unlawful and improper harassment. Harassment is misconduct and may subject an individual to discipline. Supervisors, managers and Fair Board are responsible for implementing and monitoring compliance with this policy.

Harassment is defined as unwelcome or unsolicited verbal, physical or sexual conduct which (a) is made a condition of employment; (b) is used as a basis for employment decisions; or (c) creates an intimidating, hostile, uncomfortable or offensive workplace. Examples of what may be harassment, depending on the circumstances, which may be grounds for dismissal or re-assignment, are:

- Verbal harassment – derogatory or vulgar comments regarding a person's race, sex, religion ethnic heritage, physical appearance, or distribution of written or graphic material having such effects.
- Physical harassment – hitting, pushing, touching or other unwanted physical conduct, or threats to take such action.
- Sexual harassment – unwelcome or unsolicited touching, bodily contact, sexual advances, demands for sexual favors, or other verbal or physical conduct of a sexual nature.

Employees or volunteers who feel they have been harassed should promptly notify the manager or a member of the board. Employees, Directors or other officials who become aware of any such harassment, regardless of the type, must promptly report the matter to the Fair Board President and the General Manager.

CONDUCT WHICH MAY REQUIRE GROUNDS FOR DISMISSAL OR REASSIGNMENT OF A VOLUNTEER

- Verbal and/or physical abuse - derogatory, harassing or vulgar comments/gestures or public arguments, and acts of violence towards other volunteers, fair management, fair patrons, exhibitors, sale buyers, etc. may be grounds for dismissal or reassignment.
- Theft or destruction of BCFLSR-owned rented or loaned property, equipment, products, displays, golf carts, banners, signs etc.
- Substance impaired while working in official volunteer capacity or on duty. Intoxication levels will be measured by State and Federal laws or mandates. That includes alcohol, marijuana, and other types of substances that might alter your ability to perform your duties.
- Accepting gratuities, gifts, or monetary reimbursement prohibited.

LOST AND FOUND

Lost and Found items will be stored at the Fair Office for 60 days after the fair. After that date they will be given to charity or tossed, depending upon the item. Whenever possible we try to locate the owners if items are properly identified. The items can be dropped off at the Info Booths and will be transported to the Fair Office. The Sheriff on duty will secure wallets and cell phones until claimed.

STROLLERS AND DOGS

Strollers and wagons are not recommended in the livestock barns. Please park strollers and wagons outside the barns. Strollers are not safe since they are at a dangerous level to be around most livestock and exhibitors need aisle room to fit and groom their animals. For the safety of animals and people, dogs are not allowed in the poultry, rabbit, goat, or sheep areas, or the indoor arena during 4-H events. The Boulder County Fair discourages bringing dogs to the Boulder County Fair Livestock Show and Rodeo. Livestock and the dogs can be easily spooked by each other's presence and will react unpredictably, putting animals and participants in harm's way. Boulder County and the City of Longmont require all dogs to be on a leash at all times on public property.

SHUTTLE AND TOUR COURTESY GOLF CART TRANSPORTATION

Midway to Public Parking Lots

Pre-qualified volunteers drive two 6 passenger golf carts from the North and South Public parking lots down the midway to transport people needing mobility assistance. They will be on radio or check-in with the Command Center to schedule transportation pickup.

Often the public is unaware of this service, so if you know of someone in need you might want to ask if they would like a courtesy ride to their car or to another barn.

ALCOHOLIC BEVERAGES

No alcoholic beverages may be brought onto the fairgrounds. Colorado Law prohibits the sale of alcoholic beverages to persons under the age of 21. Alcohol consumption is prohibited in all parking lots, barns and exhibit building. Proper ID and age will be required prior to serving beer in beer garden locations.

Beer is only allowed to be sold and/or consumed from within the Beer Garden locations South of the Exhibit Building and the grandstands area in the Outdoor Arena during designated hours.

Under no circumstances are Volunteers, Fair Board, Jr. Fair Board, and Royalty to be consuming alcoholic beverages while on duty or in an official capacity with the Fair/Fair Board.

RADIO PROCEDURES

Radios are key to good communication in a time-efficient way. Here are some procedures that will help us all communicate to our best advantage.

- Radios are to be signed out for at the fair office and returned at the end of each day.
- If you are working unusually late hours, please inform the fair office in advance, because staff will be staying late in the office to receive your radio unless otherwise notified.
- You are responsible for the radio if lost so keep it on your body at all times!
- Radios are to be used for *official* Fair business only, not chatter.
- Do not use profanity or vent anger over the radio. FCC will disallow the use of the radio frequency to the Fair.
- The radios provided have several channels. Please stay on the main channel you were instructed to use at radio check-in.
- If you are changing radios over to another volunteer or staff person please call the fair office and let them know the changeover.
- Limited extra batteries are located at the fair office should your battery start to die. Make sure you put your old battery in the charger if replaced by an extra so it can be charging up for the next guy.
- Radios are given to Sheriff Deputies, EMTs, Security and Fair Management.
- If you are unfamiliar with how to work the radio, please get instructions at the fair office at radio check-out.
- When initiating a conversation, pause for 2 seconds before speaking while holding in the button. Begin by stating the department and/or person that you need to talk to and then provide your name or department.
- When you're done speaking, release the button and wait for a response.
- Do not speak too fast or too loud. People may not be able to understand you.

The “checking” the AGREEMENT BOX online, volunteer agrees to participate in the Volunteer Program of the Boulder County Fair doing business as the Boulder County Fair, Livestock Show & Rodeo (BCF) as follows:

1. The Volunteer has read and understands the BCF’s volunteer handbook. The volunteer will abide by and will provide volunteer services in accordance with the BCF’s handbook policies, including the provision applicable to the particular Department or Areas the volunteer is assigned by the BCF.
2. The Volunteer understands and agrees that the volunteer will be performing his/her services under this agreement strictly as a volunteer and not as an employee of the BCF. Accordingly, the volunteer will not be entitled to any benefits offer to the BCF employees and Colorado Workers Compensation Insurance to the volunteer.
3. BCF will provide the volunteer with the following insurance coverage, subject to all terms, conditions, exclusions and limitations:
 - a. The volunteer, in his/her personal capacity only and only for activities occurring during his/her participation in the assigned BCF Department/Area will have protection for public liability under the BCF liability insurance policy, excluding coverage for professional liability and for any vehicle not owned or controlled by the BCF.
 - b. The BCF will provide the volunteer with Accident insurance coverage in the amount of \$10,000 per volunteer for activities occurring during his/her participation in the Department/Area.
4. The BCF will not provide insurance coverage for the volunteer for professional liability, malpractice, error or missions, copyright liability, pyrotechnic liability or similar insurance coverage pertaining to his/her participation in the Department/Area. The volunteer under this category must have their own valid insurance policy in place covering the volunteer and his/her fellow employees.
5. Unless the volunteer is providing professional services as contemplated by paragraph 4 above, at no time is the volunteer to assume the care, custody or control of any cattle, horses, livestock, or other animals and/or personal property of others on behalf of the BCF or the volunteer, except in case of emergency involving public safety.
6. The volunteer understands and acknowledges that participation as a volunteer in the BCF will expose him/her to substantial inherent dangers and risks of serious personal injury, death and/or property damaging involving, by reason of activities, livestock and other animals, machinery, crowds, inclement weather and similar activities and conditions. Notwithstanding these dangers and risks, the volunteer desires to participate in the BCF and acknowledges the benefits. The volunteer assumes the risk of, and waives any claim against the BCF for death and injury, loss or damage to his/her person or property resulting from participation in the BCF.

Under Colorado Law, an equine professional is not liable for an injury or death of a participant in equine activities resulting from the inherent risks of equine activities, pursuant to section 13-21-119, Colorado Revised Statutes.

Under Colorado Law, a llama professional is not liable for an injury to or the death of a participant in llama activities resulting from the inherent risks of llama activities, pursuant to section 113-21-119, Colorado Revised Statues.