

**South Florida Fair &  
Palm Beach County Expositions, Inc.  
Volunteer Handbook and Policy Manual**

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# Welcome

We are confident you will find volunteering with the South Florida Fair & Palm Beach County Expositions, Inc. to be rewarding, challenging and of mutual benefit to you and our guests. Please take the time to read this volunteer handbook carefully. The Volunteer Handbook is an important communication tool and contains the policies and practices which are in place at the time of publication. As a volunteer, you are responsible for abiding by these rules and policies. This handbook supersedes any previously issued handbooks or inconsistent policy statements. We reserve the right to revise, modify, delete or add to any and all programs, practices, policies or procedures described in this handbook at any time with or without advance notice and in the Fair's sole discretion. Continuing to volunteer after any policy changes indicates your agreement with these policies.

**Please date and sign the acknowledgment at the end to verify that you have read, understood and agree to the contents in this handbook.**

We hope you enjoy the experience of volunteering for the South Florida Fair & Palm Beach County Expositions, Inc.

**Thank you**

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# **About The South Florida Fair**

## **The Organization**

The South Florida Fair & Palm Beach County Expositions, Inc., hereafter referred to as “The Fair” is a nonprofit corporation 501 (c) (3) organized and existing pursuant to Chapter 616, Florida Statutes. It is governed by a Board of Trustees comprised of seventeen (17) individuals who are responsible for setting policy and responsible for the management of the association under direction of an executive staff consisting of the President/CEO and Vice Presidents. The Fair also has Directors who serve in an advisory capacity. There are presently fifty-five (55) Directors. The Trustees and Directors are non-paid volunteers. The day-to-day operations of The Fair are the responsibility of the President/CEO, who oversees a staff of over forty (40) full-time employees.

## **The Fairgrounds**

Approximately 135 acres comprise the real property commonly referred to as the "Fairgrounds." In 1957, Palm Beach County gave the Fair 100 acres at its present site but later took back 20 acres for the stockade. This contribution was made in consideration of The Fair agreeing to relocate from John Prince Park in order that the County could vie for a state college (PBSC). Generally, the Fairgrounds are segregated into several pods or tracts: the parking tracts, Yesteryear Village, an Amphitheatre, and the exhibit buildings, including the Expo Center and the Agriplex. The space available on the Fairgrounds for trade shows and exhibits exceeds 200,000 square feet. During the annual South Florida Fair, the southern parking tract is utilized as the "midway" containing rides, shows, games, and concessions.

## **Events at the Fairgrounds**

The main event on the Fairgrounds is the annual South Florida Fair (“the Fair”) which occurs over a 17-day period, generally in the last two (2) weeks of January each year. Since 1993, the annual fair has incorporated a theme as a means of stimulating tourism as well as the educational and cultural interest of the residents of Palm Beach County and the other counties we are chartered to serve: Martin, Broward, Hendry and Okeechobee. Recent themes include “Our 100<sup>th</sup> Birthday in 2012,” “Washington D.C. in 2013” and “New York City in 2014.”

## **History of Yesteryear Village**

Yesteryear Village began in 1990 as an interactive exhibit of The Fair. It was established to advance the understanding of life in an earlier time in Florida through its collections, exhibits, and buildings. Yesteryear Village is comprised of historic and replicated buildings representing life in Florida from 1895-1945.

## **Impact of Agriculture in Florida**

By volunteering at The Fair, volunteers offer the many thousands of fairgoers a glimpse of our community, the many talents and work product of our residents, and help us continue the tradition of the American agricultural fair.

Annually, in the State of Florida, more than six million visitors walk through the gates of their local agricultural fairs. Fairs showcase Florida agriculture, industry and the talents of its residents. The Fair and the rest of Florida's 50 agricultural fairs constitute one of the richest of Florida's traditions.

None of the many competitions and shows offered at our Fair would be possible without the involvement of our dedicated volunteers who assist in so many ways both throughout the year and during the 17 days of the Fair.

## **Guest Services**

The goal, objective and mission of Guest Services is to see the Fairgrounds through the guests' eyes.

We strive to accommodate our guests with a professional level of hospitality, so they will have a fun, enjoyable and exciting entertainment experience from the moment of arrival through departure. Our goal is to provide guest satisfaction by answering all questions and inquiries and by providing the knowledge of the event to our patrons.

# **South Florida Fair & Palm Beach County Expositions, Inc. Volunteer Program**

The Volunteer Program offers the structure and foundation for volunteers to contribute to The Fair. Volunteers should complement and assist The Fair's staff to accomplish the goals of the organization through their time, dedication and effort. Volunteers can provide The Fair with a resource of talent that is unavailable any other way.

## **Aspects of the Volunteer Program**

### **1. Recruitment:**

Recruitment is designed to attract potential volunteers from the local population in response to the types of volunteer opportunities and needs that are available.

### **2. Interviewing and screening:**

A personal interview may be conducted for all new volunteers. The interview process helps determine how the desires, skills, and capabilities of the volunteer relate to the needs of The Fair. Screening and background checks are required because volunteers interact with the public including thousands of children each year.

### **3. Selections and Placements:**

Volunteers shall be assigned to volunteer jobs that reflect their interest and/or skills and will best meet the needs of The Fair, its volunteers and guests.

### **4. Orientation and Training:**

The Fair will provide both general orientation and site training to prepare volunteers for their assignments.

### **5. Follow-Up Evaluation:**

New and returning volunteers may be contacted at times to ensure volunteer satisfaction and to obtain volunteer feedback.

### **6. Recognition:**

Formal, as well as informal, recognition shall be an integral part of the Volunteer Program.

### **7. Retention:**

The Fair staff shall provide guidance, supervision, and assign responsibilities for needed services, and plan educational opportunities for the successful retention of volunteer

# Definition of Volunteer

*Dictionary.com Unabridged (v 1.1)*

Based on the *Random House Unabridged Dictionary*, © Random House, Inc. 2006.

**vol·un·teer**  ,vɒl ən'tiər - [Show Spelled Pronunciation](#)[vol-uh n-teer]  
—*noun*

1. a person who voluntarily offers himself or herself for a service or undertaking.
2. a person who performs a service willingly and without pay.

## South Florida Fair Volunteer Program Mission Statement

The goal, objective and mission of the Volunteer Program is to see the Fairgrounds through the eyes of our visitors and to provide personal and guest satisfaction in a spirit of cooperation and team work.

In doing so, we strive to accommodate our guests with a professional level of hospitality, so they will have an educational, safe, fun and exciting experience from the moment of arrival through departure.

We welcome the many diverse talents our volunteers bring and we honor their commitment to our staff, visitors and the South Florida Fair.

# Standards for Volunteers

## The Volunteer

- Understands and supports the purpose, structure, and policies of The Fair.
- Offers the use of his or her special skills and experience.
- Conducts himself or herself in accordance with the standards of civil conduct, good behavior and ethics.
- Completes any orientation, training course, or additional training as required.
- Endeavors to be flexible in accepting assignments, performs assigned responsibilities willingly, courteously and completely and accepts the guidance of The Fair staff.
- Complies with the time and dress requirements of The Fair. All clothing must be clean and neat, and all volunteers must have good hygiene.
- Obeys all security and safety rules of The Fair.
- Keeps confidential sensitive or proprietary information.
- Provides timely notification to The Fair staff of any absence, resignation or inability to complete an assignment.
- Serves as a goodwill ambassador of The Fair generally and is a communicator of the role of a volunteer at The Fair in the community.
- Shall always, while on duty, wear the identification badge issued by the Fair. The purpose of this badge is so the public and guests are aware the volunteer is a Fair volunteer.



## Opportunities for Volunteer Hours at a Glance

The following is a list of ways volunteers may be credited with volunteer hours. There may be other opportunities to receive volunteer hours that are not listed below. Please contact the Volunteer [Services Manager](#) with any questions or suggestions.

1. Yesteryear Village, A Living History Park
2. The annual South Florida Fair
3. Attend meetings such as orientation sessions, volunteer meetings, and any scheduled meetings or training sessions
4. School Tours
5. Special Events
6. Assist during scheduled work parties
7. Assist in the care of the collections and cleaning of historic buildings in Yesteryear Village
8. Clerical work in the administrative offices

# South Florida Fair & Palm Beach County Expositions, Inc.

## Volunteer Opportunities

The Fair Volunteer Program seeks enthusiastic members who have a love of history, agriculture, livestock, conservation and who enjoy interacting with people.

### Yesteryear Village

#### A Living History Park

Yesteryear Village is open every Thursday, Friday and Saturday operating as A Living History Park. This is a unique opportunity for visitors to chat with the town residents (volunteers) and listen as they talk about what their daily life was really like prior to 1940. Florida's rich history in your own backyard! When visitors walk into Yesteryear Village, they are transported to a different time . . . A time when schools were located in one small building and houses did not have running water . . . A time when people had goats, chickens and sheep in their backyard. We offer five (5) different volunteer opportunities during A Living History Park. They are detailed below:

**1st Person Interpreter:** Volunteers dress in period clothing and take on a persona living prior to 1940 while performing daily chores and activities of that era. You will be demonstrating the aspects of life prior to 1940 and how it relates to the surroundings without breaking persona to create a memorable visitor experience.

**3rd Person Interpreter:** Volunteers are dressed in period clothing while explaining heritage, history and historical concepts to the visitors. Interpreters can be themselves as they answer and need not pose answers as if they are living in 1940.

**Village Volunteer:** Volunteers are dressed in a Yesteryear Village volunteer t-shirt and black or khaki pants, finger-tip length shorts or skirts. The Village Volunteer will explain heritage, history and historical concepts to the visitors. Informational fact sheets are available upon request. There are times when a Village Volunteer will not be in a designated building and may be asked to "fill in" where needed.

**Village Crafter/Demonstrator:** Every Thursday and Friday, volunteers prepare and create crafts for special events and re-sale items in the General Store. Experience is helpful but not required to help with crafting. Materials and equipment will be provided. Crafters/Demonstrators will also interact with the visitors explaining the equipment they are using and/or the demonstrate the craft they are making.

**Shadow Volunteer:** New and existing volunteers interested in A Living History Park will be partnered with an experienced volunteer. Shadow Volunteers will receive hands-on training while learning early Florida living history and have fun at the same time.

## **South Florida Fair**

During the seventeen days of the South Florida Fair, Yesteryear Village presents early life in Florida. While helping to interpret and communicate Florida history, volunteers also serve as hosts and hostesses in the buildings. Time period clothing is strongly encouraged but not required to volunteer in Yesteryear Village.

All of the buildings and exhibits are open to help The Fair's guests better understand what early Florida life was like. During the Fair, it takes approximately 60 volunteers per day to bring Yesteryear Village to life. The Village is open noon until 9:00 p.m. Sunday through Thursday and 10:00 a.m. until 10:00 p.m. Friday, Saturday and Martin Luther King, Jr. Day.

## **Tour Programs**

### **School Tours during the South Florida Fair**

Yesteryear Village offers school tour programs.

During the seventeen (17) days of the South Florida Fair in January each year, volunteers may either be placed in one of our historic buildings interpreting and communicating history to groups of children, or they may be a chaperone for a single group. Volunteers are needed from 9:30 a.m.-12:00 p.m. for school tours during the Fair.

### **School Tours throughout the Year**

During the school year, Yesteryear Village offers tours to students educating them about Florida history. Volunteers are needed from 9:30 a.m.-12:00 p.m. for school tours. In the summer, day camps are conducted and include a historical tour of the Village.

All school tour programs are designed to assist teachers in educating students about Florida history during our interpretive time period of 1895-1945. Yesteryear Village school tours are developed to meet grade specific, educational benchmarks established by the Florida Department of Education for Florida history.

To ensure the best educational program for students, special training is required before a volunteer can participate in one of these tours.

### **Guided Tours**

Guided tours are available to the general public by reservation only Monday-Friday. Volunteers are asked to serve as the host/hostess and educate the guests about Florida history. Volunteers are needed from 9:30 a.m.-12:30 p.m. for guided tours. Training is required before a volunteer can participate in a guided tour.

## **Ghost Tours**

Ghost tours are conducted on the first Friday from September – December. Volunteers are asked to serve as a tour guide or they may be stationed in a historic building. Training is required before a volunteer can help with a Ghost Tour. PLEASE NOTE: Period clothing **is required** to volunteer.

## **Events**

### **Sweet Corn Fiesta**

This annual event is held in April in Yesteryear Village. Volunteers are appointed to one of our historic buildings and serve as a host/hostess and interpret and communicate facts to the public regarding their assigned building. Information fact sheets are provided. Period clothing is encouraged but not required to volunteer during the Sweet Corn Fiesta.

### **Spookyville**

This child-friendly Halloween event is held in October. Dates and times are determined annually. Volunteers are assigned along the trick-or-treat trail at a game or craft station. Volunteers distribute candy and small prizes or help young guests prepare an arts and crafts project. Period clothing and/or Halloween costumes are encouraged, but not required, to volunteer during Spookyville.

## **Projects**

### **Cleaning Historic Buildings**

Volunteers who understand the “white glove” treatment are needed to assist in the Village. Each of the historic buildings requires dusting, vacuuming, sweeping and mopping. All help is appreciated.

### **Maintenance**

Volunteers work closely with staff to perform a wide variety of skilled and semi-skilled building maintenance and repairs. These duties may include painting, carpentry, plumbing, electrical, masonry, cement work, heating, welding, roofing and related work.

## **Work Parties**

Volunteers are needed to help throughout the year with the set-up and tear-down for events and help with general maintenance. Work parties are Saturdays generally from 8:30 a.m.-3:30 p.m. Selection of specific duties will be made at the beginning of each work party. An email will be sent out for all weekend work parties.

Volunteers unable to attend a weekend work party can volunteer during the week in Yesteryear Village from 9:00 a.m. - 5:00 p.m. Please notify the Volunteer Services Manager prior to volunteering.

## **Guest Services**

### **South Florida Fair**

#### **Welcome and Information Booth**

Volunteers provide the Fair customer with important information to help make their visit to the Fair a rewarding experience. An orientation program is held prior to the Fair and shifts are 3-4 hours each.

#### **Parade**

Volunteers are needed to work closely with staff in coordinating the staging area for all parade participants and in different locations along the parade route to help the parade run smoothly. Volunteers are needed Monday – Friday at 5:00 p.m. and Saturday and Sunday at 12:00 p.m. during the 17-day Fair in January for approximately two (2) hours each day.

#### **Events**

Guest Services volunteers are also needed during Spookyville in October. Shifts are 3-4 hours.

## **Seasonal Opportunities**

### **Fright Nights**

Be a part of South Florida's greatest collection of freaks, zombies and monsters. This annual event held in October is recommended for teens and adults. Volunteers work closely with staff and are assigned to a haunted house or scare zone. Volunteers under 16 years old must be accompanied by a parent or guardian who is also a registered volunteer.

# **Agriculture**

## **South Florida Fair**

The Agriplex is comprised of four different areas.

In the Agriculture area, Palm Beach County farmers, growers and agricultural businesses give the Fair visitor a better understanding of where their food comes from.

The Discover the Outdoors exhibit is made up of different area groups and governmental agencies to explain and educate Fair visitors about conservation.

The Livestock exhibit is comprised of a group of farmers, ranchers, educators, poultry fanciers, horse owners and dog owners who have a hand in all aspects of exhibiting and showing all kinds of animals and explaining proper animal care, nutrition and grooming.

The Horticulture exhibit is designed to enlighten Fairgoers about sustainable landscape ideas that they can use in their own homes. Volunteers have the opportunity to work with professionals in the South Florida Horticulture business and learn hands on about the plants that grow and thrive in our area. Whether you want to add color to your own landscape at home or become more knowledgeable in sustainable landscape, the South Florida Fair Horticulture Exhibit is the place to be.

During the annual South Florida Fair, volunteers are needed to help staff exhibits in the agriculture and livestock areas.

## **Tour Programs**

### **School Tours**

During the annual South Florida Fair, the Agriculture Department presents animal care and safety tips along with information on Florida Conservation and Agriculture to children who attend school tours.

Children interact with rabbits, poultry, horses, cows, fish & wildlife demonstrations, rare fruit and many other fruits and vegetables. During the Fair, it takes approximately 30 volunteers to organize the agricultural portion of a school tour.

Volunteers are needed from 9:30 a.m.-12:30 p.m. for all school tours.

## **Events**

### **Ag-literacy Day**

The South Florida Fair participates in the Florida Agriculture in the Classroom reading program. Volunteers read a book to elementary school children on agriculture. The reading program usually occurs in April and volunteers read to 3-4 classes.

## **Projects**

### **Work Parties**

Volunteers are needed to help with the set-up, tear-down and maintenance for each event. Work parties are Saturdays and Sundays generally from 8:30 a.m.-3:30 p.m. in December and January. Selection of specific duties will be made at the beginning of each work party.



# **South Florida Fair & Palm Beach County Expositions, Inc.**

## **Volunteer Benefits**

All volunteers ages 13 years and older will receive benefits in January of the current year based on the hours obtained from the previous calendar year. All volunteers are encouraged to participate in the various opportunities offered and are not restricted to a particular area to volunteer. To receive Outstanding, Exceptional or Distinguished benefits, volunteers must work during the annual South Florida Fair.

### **Booster**

New volunteers or volunteers with 3-8 hours of service during the calendar year

### **Loyal**

9-20 hours of service during the calendar year

### **Outstanding**

21-39 hours of service during the calendar year with a minimum of five (5) hours worked during non-Fair events and a minimum three (3) hours worked during the Fair

### **Exceptional**

40-59 hours of service during the calendar year with a minimum of ten (10) hours worked during non-Fair events and a minimum of three (3) hours worked during the Fair

### **Distinguished**

60+ hours of service during the calendar year with a minimum of (20) hours worked during non-Fair events and a minimum of three (3) hours worked during the Fair

## **Additional Benefits: A Living History Park Volunteers**

Volunteers receive (2) tickets to A Living History Park for every 24 hours of recorded service. Tickets will be distributed quarterly

A prize drawing will be held each quarter for all Living History Park volunteers. Entries will be submitted for each day of volunteering.

### **GRAND PRIZE DRAWING**

Volunteers who work a minimum of 4.5 hours in a day will be entered in the “A Living History Park” grand prize drawing. This prize is a trip for (2) to a historic destination in the United States. This three day/two-night trip includes: airfare, rental car, hotel, admission tickets to historic site, \$100 each day for food, \$100 gas allowance. Drawing will be held in January. Grand prize package is worth approximately: \$3000.00

Volunteers who contribute to our year-round programming will receive additional South Florida fair tickets. A designated parking spot outside of the Archway Gate will be awarded to the first 20 Living History Park volunteers who have over 336 recorded volunteer service hours in each calendar year.

<b>Volunteer Benefits</b>	
<b>A Living History Park</b>	
42-83 recorded hours of service	4 South Florida Fair tickets
84-125 recorded hours of service	8 South Florida Fair tickets
126-167 recorded hours of service	12 South Florida Fair tickets
168-209 recorded hours of service	16 South Florida Fair tickets
210-251 recorded hours of service	20 South Florida Fair tickets
252-293 recorded hours of service	24 South Florida Fair tickets
294-335 recorded hours of service	28 South Florida Fair tickets
336+ recorded hours of service	32 South Florida Fair tickets and a designated parking spot outside of the Archway Gate during the annual 17-day Fair in January

# South Florida Fair & Palm Beach County Expositions, Inc.

<b>Volunteer Benefits</b>	<b>Booster</b>	<b>Loyal</b>	<b>Outstanding</b>	<b>Exceptional</b>	<b>Distinguished</b>
	<b>3-8 Hours Or New Volunteers for Fair event</b>	<b>9-20 Hours</b>	<b>21-39 Hours must include (5) hours during non-Fair events</b>	<b>40-59 Hours must include (10) hours during non-Fair events</b>	<b>60+ Hours must include (20) hours during non-Fair events</b>
<b>T-Shirt</b>	X	X	X	X	X
<b>Event admission on the day of scheduled shift</b>	X	X	X	X	
<b>10% discount in the General Store in Yesteryear Village</b>	X	X	X	X	X
<b>Parking pass for the Ranger Lot</b>	X	X	X	X	X
<b>Evening meal in the Hospitality House on day of scheduled shift</b>	X	X	X	X	X
<b>Volunteer Pin</b>		X	X	X	<b>Exclusive</b>
<b>Annual "Thank You" dinner invitation</b>		X	X	X	X
<b>Complimentary ticket(s) to the South Florida Fair</b>		1	3	4	6
<b>Complimentary tickets(s) to Spookyville</b>		1	2	2	4
<b>Souvenir</b>				X	X
<b>Two (2) Guest Tickets to the Hospitality House</b>					X
<b>Recognition at the annual "Thank You" dinner</b>					X
<b>VIP Badge with unlimited admission to the South Florida Fair and Spookyville (when scheduled during the annual Fair)</b>					X
<b>ADDITIONAL BENEFITS FOR ALL VOLUNTEERS</b>					
Use of the Red Level Baptist Church for memorial services for individuals who have served in a volunteer capacity for a minimum of 3 years. Volunteer service must have taken place within the last 2 years.					
Engraved brick to be placed in Yesteryear Village upon the passing of individuals who have served in a volunteer capacity for a minimum of 3 years. Volunteer service must have taken place in the last 2 years.					
An opportunity to be chosen for the Volunteer of the Year award presented to one volunteer in Guest Services, Agriculture/Livestock and Yesteryear Village					

# **South Florida Fair Event Credentials Policy**

## **DOCUMENTATION OF VOLUNTEER HOURS**

- All volunteer hours will be documented on the Volunteer Hours form (See attachment). Hours will be submitted to a staff member within 30 days of the last day worked. Hours will not be accepted after that time.
- Volunteer Hour forms may be submitted via e-mail or in person to the designated staff person for processing.
- All hours earned in December must be submitted by January 1 due to the annual South Florida Fair.

## **PHOTO ID**

- Volunteers who have worked 60 hours or more which include 20 hours during non-Fair events during the period of January 1 – December 31 of the previous year, are considered Distinguished and will receive a photo ID before the Fair
- Volunteers who have committed to volunteer for 10 or more shifts during the annual Fair will receive a Photo ID
- All volunteers under the age of 13 will receive a photo ID
  - Volunteers 5 years of age and under are Volunteers In Training or VIT's
  - Volunteers 6-12 years of age are Junior Volunteers
- A current and acceptable background check must be on file before an ID is issued.
- Staff will submit ID requests on a credentials form by December 31 and give it to the Volunteer Services Manager. After December 31, Working Pass Vouchers will be issued.
- The Volunteer Services Manager will submit all ID requests to the Credentials Office.
- Photo IDs are taken in the Credentials Office.

## **WORKING PASS**

- Volunteers scheduled less than 10 shifts during the Fair will be issued a Working Pass Voucher for admittance on the day they are scheduled to volunteer. Working Pass Voucher must be taken to Credentials to exchange for a Working Pass admission ticket.
- A current and acceptable background check must be on file.
- Staff will submit working pass requests on a credentials form by December 31 and give it to the Volunteer Services Manager.
- The Volunteer Services Manager will submit all approved requests to the Credentials Office.

## **DISTRIBUTION OF PHOTO IDS AND WORKING PASSES**

- All photo IDs and working passes, along with any other benefits received, will be distributed prior to the opening of the Fair, date and time will be determined each year. If a photo ID is not on file with The Fair, photos will be taken at the Credentials Office. All approved volunteers will receive an authorization form issued by the Volunteer Services Manager that must be presented at the Credentials Office prior to having their photo taken. This form will be included in the individual's volunteer packet.

**PARKING**

- Volunteer Parking for all events will be in an area designated for each event and volunteers will be informed by email. Volunteers receiving a designated parking spot for A Living History Hours will be issued a specially marked parking hanger.

# **South Florida Fair & Palm Beach County Expositions, Inc.**

## **Policies and Procedures**

To offer consistently outstanding programs, certain rules and policies are required that benefit volunteers and guests. We strive to keep these as simple and straightforward as possible. Volunteers shall also be required to abide by all policies and procedures of The Fair which relate to volunteer service. Failure to comply may result in termination of the volunteer role and removal from the fairgrounds.

1. All volunteers must have a volunteer application and background check consent form on file with the Volunteer Services Manager. A background check is not required for volunteers under the age of 18 but may be requested in The Fair's sole and absolute discretion.
2. Children are encouraged to volunteer with their parents, but children under the age of 13 are not eligible to receive benefits. All volunteers, no matter what age, must have approved volunteer paperwork on file for liability purposes.
3. Volunteers under the age of 13 must be accompanied by a volunteer 18 years of age or older at all times.
4. Volunteers must enjoy working with all types of people and must show genuine concern for The Fair. The ideal volunteer is self-motivated, mature, sensitive, dependable, reliable, a team player and willing to work hard and assist where needed.
5. Cell phones should only be used if absolutely necessary and kept on silent or vibrate when volunteering.
6. An e-newsletter will be e-mailed monthly to keep The Fair's volunteers informed and updated on our volunteer program. Comments or suggestions regarding the volunteer program are encouraged. A suggestion box is located in the Welcome Center in Yesteryear Village. Suggestions can also be sent to Fair staff via email to the Volunteer Services Manager.
7. All volunteers will be asked to sign a volunteer acknowledgement which requires them to abide by the policies and procedures of The Fair.
8. All volunteers will be entitled to a training period to familiarize them with the work of The Fair in general and their own area of work in particular. Training will be offered to help them fulfill their role effectively.
9. A staff member of The Fair will be responsible for supervision of each volunteer assignment. Volunteers will be informed of whom to contact should there be a need for discussion regarding feedback on progress, future developments and to report any problems. A grievance procedure exists to deal with any unresolved problems and is outlined in procedure number #33.

10. Volunteers are encouraged to express their views on matters concerning The Fair and its events. Suggestions concerning any changes or developments which may affect them and/or improve the experience for The Fair's guests will be considered.
11. Volunteers shall not smoke while working in their volunteer capacity. No one is permitted to smoke in any building. This includes E-Cigarettes and Digital Vaporizers.
12. Volunteers should conduct themselves in a way that promotes their own safety and the safety of staff and guests. Volunteers should never put themselves or others in a situation that makes them fearful or uncomfortable or could cause harm to the volunteer, the staff or guests. If an uncomfortable situation arises, a staff member should be notified immediately.
13. All accidents or injuries, no matter how minor, must be immediately reported to medical personnel or a staff member. All types of injuries should be handled by grounds medical personnel no matter how minor.
14. All ropes and other barricades are to remain in place. For security and housekeeping purposes, guests must stay outside areas that have been roped off or are otherwise closed. Fairgrounds security should be contacted in the event of a guest's failure to comply.
15. Artifacts in Yesteryear Village are to be protected at all times. Politely request that guests do not touch or handle artifacts except for artifacts that are part of a hands-on display. Fairgrounds security should be contacted in the event of a guest's failure to comply.
16. Visiting The Fair and all of its events should be a positive experience for both guests and volunteers. Volunteers are to be as knowledgeable as possible about the area they work. Accurate information must be provided to guests at all times.
17. All volunteers must be aware of the location and operation of all fire extinguishers in all assigned work areas. A detailed emergency procedure policy is on file in The Fair Security Department. Volunteers are encouraged to ask questions or contact staff members regarding emergency procedures. In the event of fire, notify a staff member immediately. It is the responsibility of The Fair's staff, law enforcement or the fire department to ensure all tents/buildings are cleared.
18. All volunteers must be aware of the location and operation of all defibrillators. Defibrillators are located in the Hospitality Center Lobby, Bink Glisson Museum in Yesteryear Village, Expo East located next to PCI Concessions, Expo West located near the Administration elevator, Building 2 on the West wall, Building 9 on the West wall, Agriplex (large animal barn) and on the Medic cart during events.
19. Volunteers are not authorized to make expenditures on behalf of The Fair without prior approval of a staff member. No compensation or reimbursement shall be made for any purchase that has not been previously approved.

20. The Fair volunteers will not solicit guests for their own or others' services, businesses or products while on the fairgrounds as a volunteer. Any form of advertisement, political or otherwise, shall not be displayed on your person or in your area.
21. Only Fair staff members and the Board of Trustees, acting as a whole, can act on behalf of The Fair:
  - a. The Fair's volunteers shall not make statements to the media. All media requests must be directed to The Fair's Public Relations Director.
  - b. The Fair's volunteers do not represent The Fair to existing or potential corporations or sponsors. All corporate sponsor requests must be directed to The Fair's Sponsorship Manager.
  - c. All artifacts and gift donations must be accepted by the staff according to The Fair's policies. Volunteers are not authorized to accept any property on behalf of The Fair.
  - d. Volunteers are not authorized to alter or move any artifacts or buildings.
  - e. Any planning/implementing of any activities or events in Yesteryear Village must be approved by Fair staff.
  - f. Building chairs will speak with their Area Representative to request work needing to be completed. Area Representatives will then forward requests to the Yesteryear Village Manager. The Manager will inform Yesteryear Village staff of requested work to be completed by Fair employees.
  - g. All signage must be approved by Fair staff.
22. Attendance at all training sessions for programs is strongly encouraged for new volunteers. These sessions prepare the volunteer to work in the assigned stations and provide informational updates to policies, procedures, etc. that have been made. Some programs, such as school tours and ghost tours, have mandatory training programs.
23. While volunteering, personal conversations or conflicts should at all times be conducted in a controlled manner and away from guests.
24. Volunteers may arrive one (1) hour prior to the opening of an event and 30 minutes prior to the opening of A Living History Park. Prior authorization is required if there is a need to arrive earlier.
25. Volunteer sign-in sheets are very important to The Fair. All volunteers must sign in upon arrival and sign out each time their work assignment is complete. Yesteryear Village volunteers sign-in and out on the computer located in the Volunteer Hub in the Welcome Center. Failure to sign out limits the number of hours earned to a maximum of two (2) hours for the day.



26. The positions that volunteers fill are very important. If a volunteer fails to report for his/her scheduled shift, others must take on the tasks the volunteer was expected to accomplish. Volunteers unable to attend their scheduled shift, or those arriving late, are requested to contact the Volunteer Services Manager with as much notice as possible.
27. Volunteers are ambassadors of The Fair. A volunteer's appearance and conduct reflect on The Fair. Volunteers are to dress according to the season for comfort. Appropriate clothing with closed-toe shoes with good traction is suggested. Any questions about appropriate attire should be directed to the Volunteer Services Manager. Time period clothing is strongly encouraged, but not required, during most events in Yesteryear Village.
28. The Fair is firmly committed to providing a positive work environment free of discrimination and bias. Each volunteer is personally responsible for maintaining such a work environment. Any physical or verbal conduct or action, whether overt or subtle, which is offensive or hostile against Fair staff, another volunteer, a Trustee or Board of Director or guest will be grounds for immediate disciplinary action including dismissal and removal from the fairgrounds, when brought to the attention of the Volunteer Services Manager.
29. No volunteer, male or female, should be subjected to unsolicited or unwelcome sexual overtones and conduct, either verbal or physical. Misconduct applies to males and females and includes harassment between individuals of both sexes and the same sex. Any volunteer who believes he or she is a victim of sexual harassment is encouraged to let the harasser know that his or her behavior is unwelcome. In addition, volunteers who believe they have been sexually harassed should immediately report the matter to a staff member.
30. If a volunteer has any problems or concerns related to his or her volunteer position, or to The Fair's staff members or volunteers, it should be reported to the Volunteer Services Manager. The Fair will make every attempt to address and satisfactorily resolve any concerns.
31. The Fair has the right to terminate a volunteer with or without cause but will always consider the cause leading to the termination. Although it is not possible to list all forms of behavior and conduct that are considered unacceptable, however, the following are examples of infractions or conduct that may result in the limitation and/or termination of the volunteer relationship. This shall not be considered a complete list.
  - a. Excessive absenteeism without notice
  - b. Falsification of sign-in sheets
  - c. Fighting or threatening violence
  - d. Inappropriate behavior or language
  - e. Repeated failure to follow staff's reasonable request or to carry out an assignment
  - f. Boisterous or disruptive behavior
  - g. Releasing confidential information
  - h. Misuse of The Fair's equipment or materials
  - i. Negligence or improper conduct leading to the damage of The Fair's property
  - j. Theft or inappropriate removal or possession of The Fair's property

- k. Working under the influence of alcohol or illegal drugs
  - l. Possession, distribution, sale or transfer of illegal drugs or alcoholic beverages
  - m. Violation of safety or health rules
  - n. Abuse, disrespect or mistreatment of staff, volunteers or guests
  - o. Possession of dangerous or unauthorized materials, such as explosives or illegal firearms
32. The Fair reserves the right to terminate or suspend the volunteer relationship either permanently, or for a period of time. Any such action shall be done in writing and in The Fair's sole and absolute discretion. The CEO of The Fair and the Volunteer Services Manager are responsible for the handling of all grievances. Volunteers in violation of the policies and procedures will be notified within two weeks of the date of learning of the offense as to the decision of The Fair with respect to the discipline decided upon. Volunteers not permanently terminated will have the opportunity to reapply as a volunteer of The Fair after one year of the date of suspension.
33. Any volunteer choosing to withdraw from the volunteer program is asked to give the Volunteer Services Manager as much notice as possible. An exit interview may be conducted upon separation, if mutually desired.

# Expectations of Volunteers

## ALL VOLUNTEERS ARE EXPECTED TO:

- Abide by Policies and Procedures set forth by The Fair.
- Complete an orientation session.
- Be in compliance when in a position that requires a specific dress code.
- Be responsible for signing in at the beginning of each shift and signing out at the end of each shift. Signing in and out for other volunteers is strictly prohibited with the exception of children under the age of 13.
- Arrive at work station five minutes prior to the beginning of the shift.
- Ensure assigned areas are always clean and ready to receive guests. All areas should be secure and clean at the end of the day.
- Have appropriate information about the area in which they are volunteering and general knowledge of The Fair.
- Smile and use diplomacy at all times. Volunteers are both teachers and “good will” ambassadors.
- Notify staff as soon as possible if unable to work a shift.

# Volunteer Acknowledgement

*Checkboxes to show that you have read and understand this acknowledgement*

- I am in receipt of The Fair’s Volunteer Handbook and Policy Manual and understand that I should consult with the Volunteer Services Manager if I have any questions about the policies and procedures contained therein.
  
- I understand that from time to time there may be revisions to the Volunteer Handbook and Policy Manual at The Fair’s sole discretion.
  
- I have entered into my volunteer relationship with The Fair voluntarily and acknowledge there is no specific time commitment. Accordingly, either The Fair or I can terminate the relationship with or without cause at any time.
  
- I acknowledge that this manual is neither a contract of employment or volunteering, nor any other form or contract. Although some or all of the policies and procedures may have been explained to me verbally, I understand that it is my responsibility to comply with the policies contained in this manual and any revisions made to it.
  
- I have read, understand, accept and agree to comply with all of the policies and procedures contained in this manual.

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Volunteer’s Name (PRINT)

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Volunteer’s Signature

Date

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Parent/Guardian of Minor Volunteer (Print name if applicable)

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Parent/Guardian of Minor Volunteer Signature (if applicable)

Date

**VOLUNTEER  
LOCATION**

**DATE**

<b>NAME (PLEASE PRINT)</b>	<b>SIGNATURE</b>	<b>SIGN-IN</b>	<b>SIGN-OUT</b>	<b>TOTAL HOURS</b>