

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

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# **Welcome**

Welcome to the South Florida Fair & Palm Beach County Expositions, Inc.! We are thrilled to have you join our team. Whether you are here to share your time, talents, or simply a desire to make a difference, your contributions are deeply valued.

Volunteers are the heart of our mission. Your dedication and compassion help us extend our reach and deepen our impact on the community. This Volunteer Handbook and Policy Manual is designed to guide you as you begin your journey with us. It outlines our expectations, policies, and the support available to ensure rewarding and successful volunteer experience.

Please take a moment to read through this manual. It will provide helpful information about our organization, volunteer responsibilities, safety protocols, and the standards we strive to uphold.

We are excited to work with you and look forward to all we can accomplish together.

**With Gratitude,**

**Jalilah St. Juste  
Yesteryear Village Manager**

**Tessa Gardner  
Yesteryear Village Volunteer Services Assistant**

# **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 is the responsibility of the President/CEO, who oversees a staff of over fifty-five(55) full-time employees.

## **The Fairgrounds**

Approximately 135 acres comprise 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 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. For instance, "Dino-Myte" was featured at the 2023 Fair and "Rockin Robots", "An Earthly A-Fair" and "Play Ball, Play Fair" were showcased at previous fairs.

One of the traditional aspects of the annual fair is its agricultural and livestock exhibits. Even though Agriculture is such a tremendous part of Palm Beach County's economic base, many school children have never been exposed to it. However, at the annual South Florida Fair, not only can they see and learn all about agriculture, but they can even witness a calf being born or learn how a dairy farm operates. The annual fair attracts over 500,000 people. However, some 1 million guests will attend various events on the Fairgrounds on a year-round basis. Besides the 128,000 ft. Expo Center, there are 10 other smaller exhibit buildings along with an Amphitheatre, Agriplex, and Yesteryear Village. These events constitute over 250 events.

## **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 entertaining experience from the moment of arrival through departure. Our goal is to provide guest satisfaction by answering all questions and inquiries and by providing knowledge of the event to our guests.

# 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 in 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 either a general orientation or onsite 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 the services needed, and plan educational opportunities for the successful retention of volunteers.

# South Florida Fair Volunteer Program Mission, Vision and Value Statements

## MISSION STATEMENT

The Volunteer Program's mission is to create a welcoming, safe, and engaging experience for every guest by uniting dedicated volunteers who are committed to providing exceptional hospitality, education, and support across the Fairgrounds.

## VISION STATEMENT

The Volunteer Program endeavors to be a model program that inspires our volunteers to become ambassadors of excellence, fosters community spirit, and delivers memorable experiences for all the guests of the Fairgrounds.

## VALUE STATEMENT

**Hospitality:** We treat every guest with warmth, kindness, and respect — ensuring every guest receives thoughtful, reliable, and meaningful support.

**Teamwork:** We believe success comes from collaboration and cooperation. Through teamwork, passion, and dedication, we work to ensure that every interaction leaves a lasting, positive impression.

**Commitment to Excellence:** We strive for professionalism in all our interactions, ensuring a safe, fun, and engaging environment full of memorable experiences.

**Education:** We are committed to fostering learning and discovery, ensuring every guest leaves the Fairgrounds with new knowledge and a sense of wonder.

**Diversity:** We celebrate and value the unique talents and perspectives of our volunteers, staff, vendors, and guests.

# Standards for Volunteers

## The Volunteer

- Understands and supports the purpose, structure, and policies of The Fair.
- Offers the use of their special skills and experience.
- Conducts themselves 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, perform assigned responsibilities willingly, courteously and completely and accept the guidance of The Fair staff.
- Comply 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 the 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, 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.

# Expectations of Volunteers

ALL VOLUNTEERS ARE EXPECTED TO:

- Abide by Policies and Procedures set forth by The Fair.
- Complete an orientation session.
- Comply 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 except for children under the age of 13.
- Arrive at the assigned workstation five minutes prior to the beginning of the shift.
- Ensure assigned areas are always clean and ready to receive guests. All area 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 always. Volunteers are both teachers and “good will” ambassadors.
- Notify staff as soon as possible if they are unable to work a shift.

## **Volunteer Opportunities**

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 Assistant with any questions.

1. Yesteryear Village, Living History Park
2. The annual South Florida Fair
3. Attend meetings such as orientation sessions, and any scheduled meetings or training sessions
4. Explorations
5. Special Events
6. Assist during scheduled work parties
7. Clerical Work

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

The Fair Volunteer Program offers structure and foundation for volunteers to contribute to their community. We are seeking enthusiastic members who have a love of history, agriculture, livestock, and who enjoy interacting with people.

## Yesteryear Village

### Living History Park

Yesteryear Village is open every Tuesday-Friday operating as a Living History Park. This is a unique opportunity for guests to chat with the town residents (volunteers) and listen as they talk about what daily life was really like in Florida from days gone by. When guests walk into Yesteryear Village, they are transported to a different time. We offer four (4) different volunteer opportunities during Living History Park. They are detailed below:

**Interpreter/Presenter:** Volunteers are dressed in period clothing while explaining heritage, history, and historical concepts to the guests. Interpreters can take on a persona or be themselves as they answer questions about Florida living prior to 1940.

**Village Volunteer:** The Village Volunteer will explain heritage, history and historical concepts to the guests. 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 Volunteers will also assist staff with cleaning, organizing, maintenance and small projects.

**Guide:** Guides play a key role in bringing history to life for guests of all ages. You will lead our guests by sharing fascinating stories about the park's historical significance, natural features, and cultural heritage. This role is ideal for individuals who enjoy public speaking, storytelling, and engaging with people in an outdoor setting.

**Building Chairperson:** A Building Chairperson is a more involved role that requires a strong desire to communicate the history and heritage of early Florida living to all guests visiting the building you have been assigned.

Please contact the Volunteer Services Assistant for a complete volunteer job description for each opportunity.

## **Explorations**

Yesteryear Village offers reservations to groups to discover Florida's past. Explorations are perfect for schools, families, or organizations wanting to learn about Florida history. Volunteers are needed from 10:00 a.m.-1:00 p.m. Tuesday-Friday as a Guide. Presenters and Village Volunteers are needed on Tuesday & Wednesday from 10:00 a.m. – 1:00 p.m. and from 10:00 a.m. – 4:00 p.m. on Thursday & Friday.

Exploration programs are also designed to assist teachers in educating students about Florida history and were developed to meet grade specific educational benchmarks established by the Florida Department of Education for Florida history, as well as the Palm Beach County School District S.T.E.M. curriculum.

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

## **South Florida Fair**

During the seventeen days of the South Florida Fair, Interpreters/Presenters and Village Volunteers are needed to communicate Florida history to each guest. Time period clothing is strongly encouraged but not required to volunteer in Yesteryear Village.

The buildings and exhibits are open to help The Fair's guests better understand what life in early Florida was really like. During the Fair, it takes approximately 45 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.

## **Yesteryear Village Work Parties**

Volunteers are needed throughout the year with the set-up and tear-down for events and help with general maintenance. Work parties are typically held on Saturdays from 10:00 a.m.-3:00 p.m. Selection of specific duties will be made at the beginning of each work party.

## **Guest Services**

### **South Florida Fair**

#### **Information Booth**

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

#### **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. Volunteers are needed to restock each float with beads at the conclusion of each parade to ensure that the float is ready for the next day.

## **Agriculture**

### **South Florida Fair**

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

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

### **AG Explorations**

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 AG Explorations.

Children interact with rabbits, poultry, cows, demonstrations, rare fruit and many other crops and vegetables. During the Fair, it takes approximately 30 volunteers to organize the agricultural portion of a school exploration.

Volunteers are needed on weekdays from 9:30 a.m.-12:00 p.m. for all school AG Explorations.

### **AG Work Parties**

Volunteers are needed with the set-up, tear-down and maintenance for each event.

Work parties are held Saturdays 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.

## **Special Events**

### **Sweet Corn Fiesta**

This annual event is held in April in Yesteryear Village. Volunteers are appointed to one of our historic buildings to interpret and communicate historical 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.

### **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.

### **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 distributing candy and small prizes or helping young guests prepare an arts and crafts project. Family friendly Halloween costumes are encouraged, but not required, to volunteer during Spookyville.

### **Easter Event**

Volunteers are needed during the annual Easter event in Yesteryear Village. Assistance is needed with helping young guests with an Arts & Crafts project, play Old Fashioned Games, be a Presenter in one of our historic buildings, or assist staff with the Easter Egg Hunt. This event is typically held one week prior to Easter each year.

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

All volunteers 13 years of age 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 of one (1) shift 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 one (1) shift 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 one (1) shift during the Fair

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

Volunteers receive (2) tickets to 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 5.0 hours in a day and have recorded hours for Living History Park for a minimum of six months throughout the calendar year will be entered in the Living History Park grand prize drawing. The drawing will be held in March.

Living History Park volunteers will receive additional South Florida Fair tickets. A designated parking spot will be awarded to the first 10 Living History Park volunteers who have over 336 recorded volunteer service hours in each calendar year.

All Living History Park volunteers with:

- 42-83 recorded hours will receive 4 South Florida Fair tickets
- 84-125 recorded hours will receive 8 South Florida Fair tickets
- 126-167 recorded hours will receive 12 South Florida Fair tickets
- 168-209 recorded hours will receive 16 South Florida Fair tickets
- 210-251 recorded hours will receive 20 South Florida Fair tickets
- 252-293 recorded hours will receive 24 South Florida Fair tickets
- 294-335 recorded hours will receive 28 South Florida Fair tickets
- 336+ recorded hours will receive 32 South Florida Fair tickets and a designated parking spot during the 17-day Fair in January

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

Volunteer Benefits	Booster	Loyal	Outstanding	Exceptional	Distinguished
	3-8 Hours Or New Volunteers for Fair event	9-20 Hours	21-39 Hours must include (5) hours during non-Fair events	40-59 Hours must include (10) hours during non-Fair events	60+ Hours must include (20) hours during non-Fair events
Fair Volunteer T-Shirt (when registered for a shift during the Fair)	X	X	X	X	X
Event admission on the day of scheduled shift	X	X	X	X	
10% discount in the General Store in Yesteryear Village	X	X	X	X	X
Parking pass for Volunteer Parking during the Fair	X	X	X	X	X
Evening meal in the Hospitality House on day of scheduled shift	X	X	X	X	X
Fair Volunteer Pin		X	X	X	Exclusive
Annual "Thank You" dinner invitation		X	X	X	X
Complimentary ticket(s) to the South Florida Fair		1	3	4	6
Complimentary tickets(s) to Spookyville		1	2	3	4
Fair Souvenir				X	X
Two (2) Guest Tickets to the Hospitality House during the Fair					X
Recognition at the annual "Thank You" dinner					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 Volunteer Credentials Policy**

## **DOCUMENTATION OF VOLUNTEER HOURS**

- All volunteer hours will be recorded on the volunteer check-in computer. If a computer is not available, hours may be submitted by using the Volunteer Hours form (See attachment). This form must be signed by a staff member and submitted to the Volunteer Services Assistant within 30 days of the last day worked. Hours will not be accepted after that time.
- All hours earned in December must be submitted by January 3 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 volunteering for 10 or more shifts during the annual Fair will receive a Photo ID
- Volunteers 12 years of age and younger will receive a Junior Volunteer badge
- The Volunteer Application or the Returning Volunteer Information form and a current and acceptable background check must be completed and processed before an ID is issued
- Staff will complete and submit a Volunteer Credentials Form to the Volunteer Services Assistant for their respective areas two weeks prior to the start of the Fair. Forms received after this time are considered late and the volunteer will receive a Working Pass for each shift
- The Volunteer Services Assistant will submit all Volunteer Credential Forms to the Credentials Office
- Photo IDs are taken in the Credentials Office

## **WORKING PASS**

- Volunteers scheduled for less than 10 shifts during the Fair will be issued a Working Pass for admittance on the day they are scheduled to volunteer.
- The Volunteer Application or the Returning Volunteer Information form and a current and acceptable background check must be completed and processed before a Working Pass is issued
- Staff will complete and submit working pass requests on a Volunteer Credentials Form to the Volunteer Services Assistant two weeks prior to the start of the Fair
- The Volunteer Services Assistant 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 Assistant 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 Living History Park 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 Assistant. 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 always accompanied by a volunteer 18 years of age or older.
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 necessary and kept 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 in the Welcome Center in Yesteryear Village. Suggestions can also be sent to Fair staff via email to the Volunteer Services Assistant.
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 #32.

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. Any volunteer involved in the unlawful use, sale, manufacturing, dispensing and possession of controlled substances, illicit drugs and alcohol in center premises or work sites, or working under the influence of such substances, will be subject to disciplinary action up to and including dismissal and referral for prosecution.
12. Volunteers should not smoke while working in their volunteer capacity. No one is permitted to smoke in any building. This includes E-Cigarettes and Digital Vaporizers.
13. 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.
14. 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.
15. All ropes and other barricades are to remain in place. For security and housekeeping purposes, volunteers should assist guests with staying 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.
16. Artifacts in Yesteryear Village are to be always protected. 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.
17. Visiting The Fair and all 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 always provided to guests.
18. 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 attend the Emergency Procedures Training offered prior to the annual Fair. 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.

19. All volunteers must be aware of the location and operation of all defibrillators. Defibrillators are 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.
20. 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.
21. 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.
22. Only Fair staff members and the Board of Trustees 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 CEO or Director of Brand Management.
  - 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 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. The building Chairperson will speak with the Yesteryear Village Manager to request work that needs to be completed. The Manager will determine if the work requests can be completed by the volunteers or if the work is to be completed by Fair employees.
  - g. All signage must be approved by Fair staff.
23. Attendance at all training sessions for programs is strongly encouraged for new volunteers. These sessions prepare the volunteers to work in the assigned stations and provide informational updates to policies, procedures, etc. that have been made. Some volunteer areas have mandatory training programs.
24. While volunteering, personal conversations or conflicts should always be conducted in a controlled manner and away from guests.
25. Volunteers may arrive one (1) hour prior to the opening of an event and 30 minutes prior to the opening of Living History Park. Prior authorization is required if there is a need to arrive earlier.

26. All volunteers must sign-in upon arrival and sign out each time their work assignment is complete. Computers to sign-in and out are located in the Volunteer Hub in the Yesteryear Village Welcome Center year-round and near the AG Office during the Fair. If a computer is unavailable, the staff person in charge will have a sign-in sheet that will need to be completed. Failure to sign-out limits the number of hours earned to a maximum of two (2) hours for the day.
27. 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 Assistant with as much notice as possible.
28. Volunteers are ambassadors of The Fair. A volunteer's appearance, hygiene, 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 Assistant. Time period clothing is strongly encouraged, but not required, during most events in Yesteryear Village.
29. The Fair is firmly committed to providing a positive work environment free of discrimination and bias. Each volunteer is personally responsible for maintaining such 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 Assistant.
30. 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.
31. If a volunteer has any problems or concerns related to his or her volunteer position, or to The Fair's staff members or other volunteers, it should be reported to the Volunteer Services Assistant. The Fair will make every attempt to address and satisfactorily resolve any concerns.
32. 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, 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

33. 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 with The Fair's sole and absolute discretion. The CEO of The Fair and the Volunteer Services Assistant 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.

34. Any volunteer choosing to withdraw from the volunteer program is asked to give the Volunteer Services Assistant as much notice as possible. An exit interview may be conducted upon separation, if mutually desired.

# 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 Assistant 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 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 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 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

