

General Volunteer Information/FAQ

1. VOLUNTEERING OVERVIEW

We provide excellent customer service by being professional, quick, courteous, pleasant, and helpful. We go above and beyond to satisfy our customers' needs. Our goal is to contribute to the best possible fan experience at the venues.

2. BASIC EVENT INFORMATION

This information is to provide a generic knowledge of events. It is not intended to cover all aspects or scenarios.

- Expect to volunteer 5 to 6 hours per event depending upon the venue and event type. Check-in is typically 1½ – 2 hours before gates open, ½ hour earlier for Leads and Assistants.
    - Aramark/Levy (Chiefs, multi-event days like Disney on Ice, music festivals) are typically longer commitments
- Specific food and/or liquor licenses must be obtained prior to working.
- You must provide a uniform consisting of black pants and black closed-toed nonslip shoes. Some venues require a hat or visor. Shirts are typically provided for check-out or purchase.
- Eating, cell-phone use and wearing of ear buds are ***strictly*** prohibited on the front line. We are there to focus on customer experience and do not want to appear rude or distracted.
- You must sign-in with ***both*** the venue and our group EVERY time you volunteer.
    - Failure to do so will result in contributions NOT being credited to your account.
    - Sign-in time starts when you sign in with the venue. Time does NOT start during the drive or upon arrival in the parking lot.
    - PRINT your name in a legible manner upon sign in. Inability to read a name may result in lack of donation to your account.
- It is necessary that we balance inventory. Shortages may be charged back to the group thus impacting donations. All chargeable items must be paid for. No items are to be given away and spoilage accounted for. Penalties may be applied if the stand is not in compliance.
- Stands need to be cleaned before and at the end of events to abide by accordance with health department regulations.

3. WHAT SHOULD I BRING TO AN EVENT?

Think minimal. A gallon baggie is acceptable to all venues to limit what you truly need and make it through security checks. At all times, you will need these items:

- Volunteers should show up in the appropriate uniform.
- Always have on hand (or a photo on your phone) of all licensures in case you are asked for proof by the venue, health inspector or alcohol compliance.
- Additional standard items to bring would include things like a cup/straw, a pen, and a can/bottle opener, weather appropriate accessories (gloves, hot hands, rain poncho, etc.).

4. INSURANCE/WAIVER OF RESPONSIBILITY/MEDICAL RESPONSIBILITIES

Heart & Soul does NOT provide any type of medical insurance to our volunteers. Volunteers are required to have a signed waiver on file. Should you experience an injury/become ill during an event, or in traveling to/from the event, all responsibility will fall to the volunteer and their personal coverage. This includes all medical procedures, doctor visits, resulting bills, etc. Should the volunteers lack medical coverage, all financial obligations are still their direct responsibility.

Volunteers must be able to perform all expected duties to full capacity without physical limitations. Should a volunteer become sick or injured outside of an event, they should immediately contact the appropriate Scheduler to cancel. A volunteer from the back-up list will be contacted as a replacement for you and fines may be waived depending on the situation. In addition, illnesses can be easily transmissible to other volunteers and customers. It is a violation of health codes to come to an event with symptoms or having been knowingly exposed to illness. If a volunteer is sent home due to any of these reasons, fines and discipline actions may occur.

5. TYPES OF ITEMS THAT CAN BE REIMBURSED

Being a 501© (3) non-profit organization, the contributions, and donations we receive are nontaxable. Funds are distributed either directly to the organization for which you are raising funds (cheer club fees) or as a personal reimbursement for expenses you have already incurred. To be reimbursed, an original receipt must be submitted to the Treasury by electronically scanning and uploading via DropBox.

Extracurricular vs Recreational Activities: Extracurricular activities are defined as “a voluntary activity sponsored by the school or local education agency, or an organization sanctioned by the local educational agency. Extracurricular activities include, but are not limited to, preparation for and involvement in public performances, contests, athletic competitions, demonstrations, displays and club activities” related to the advancement of educational goals.

Recreational activities are considered leisure-time hobbies. Recreational activities are not eligible for reimbursement by Heart & Soul. These are not sponsored by any of the organizations above.

- These are examples of items that your fees can cover. It is a general list and not all inclusive. Actual receipts are required, sometimes verified by cancelled checks/form of payment. When in doubt, contact a Treasury

board member. *It is important to note, and per the waiver you sign, any receipts submitted for reimbursement are then **NOT ELIGIBLE** to be listed as a deduction on your taxes.*

- College tuition, room & board, dining plans
- Rent for college apartment (in lieu of dorm fees)
- Club activity fees – sports, band, competitive sports, voice lessons, dance lessons, music lessons)
- Travel fees related to sports activities – hotel, food, airfare for child and one chaperone
- School lunch money
- Uniform costs (school/athletic uniforms, volunteer uniform and shoes)
- School supplies including computers
- Computers
- Church Mission trips
- Licensing fees (liquor license, food handlers)
- Out-of-pocket expenses which can include medical, dental, daycare, optical or psychiatric balances
- Out-of-pocket daycare balances

Examples of items that can **NOT** be submitted:

- Car payments
- Child Support
- Gas for activity trips
- Fast food
- School clothing & shoes (not school required uniform)
- Parking fees incurred or gas usage while working events
- Recreational items

6. HOW DO I OBTAIN A FOOD HANDER AND LIQUOR LICENSE?

- Please see venue specific information for detailed information.
- All licensing costs can be submitted via DropBox to be added as a receipt to your spreadsheet.
- All credentials are required to be kept on file by H&S. Email credentials to heartandsoulpermits@gmail.com
- See specific city websites for office locations, hours, items to bring, etc.
- See helpful links on our website for specific venue licensing requirements

7. HOW DO I GET STARTED?!!

Getting started is much easier than it seems! The biggest hurdle is obtaining the required licensure.

- Click on the Get Involved tab on the Heart & Soul website and our greeter will contact you personally
- Review the documentation for rules, venue information and helpful tips.
- Add all emails from our contact page to your email address book. This will keep reminders, etc. from going to your spam folder.
- Obtain necessary food handling and/or liquor licenses. See Venue Specific requirements!
- Complete any online venue training.
- Register with the group and sign waivers
- Obtain proper uniform.
- View the event calendar via SignUp.

    - This will require all volunteers to provide a gmail address. The same address should be used for both the Volunteer Signup on our website, SignUp for events and your payment spreadsheet.
    - This will also provide Heart & Soul a way to send communication to you such as reminders, gate assignments, venue information, payment postings, etc.
- Volunteer! The flexibility of this opportunity is you control your schedule & locations. Work as much, or as little, as you like.
- When funds are posted review your statement.
- When ready for reimbursement, see DropBox instructions on website.
    - It is important that you allow at least 2-3 days lead time on requests – remember our Board members are volunteers too and balance this work with other jobs
    - Try to combine requests into one email – for example, if you need a check made out to a sports club, one to a school and then personally, you can list them all in one email rather than separate emails to speed up the process
    - Please do not combine a payment request with a question sent to our general email address
    - For checks, ALWAYS include the first and last name for payment and address (if being mailed)
        - We will not mail to 2nd parties

8. HOW DO I WORK AN EVENT?

Signing up is easy. Scheduling for upcoming events is done via SignUp using an email address. EACH volunteer MUST have their own gmail address. This helps us with staffing and event communications.

- Open Sign Up Genius
    - You will find the links to each venue. Select the venue desired.
    - Sign in with your gmail address.
    - Select the desired dates/events.
    - Add comments if needed for the Scheduler.
    - SAVE
- Sign Up Genuis will send automatic reminders leading up to the event to the gmail address you used to sign up with.
- A few days prior to the event, the Scheduler will send out email confirmation. This will provide information such as check-in times, position assigned, parking and uniform information, etc.
    - This email will include everything from dress codes to parking to special instructions from the venue
    - Make sure that you are reading all the final confirmation e-mails from the schedulers for all vital information for the event. Venues requirements can vary by event type.
        - ❖ Do not assume they are the same every time!
- Volunteers should NOT double book themselves. If we have multiple events in one day, Schedulers will coordinate to ensure all venues are staffed.
    - IF there is an ability to work two events in one day, they will communicate to the group and only then you may sign up for both.

9. HOW DO I CANCEL WORKING AN EVENT?

We understand, schedules change and sometimes you need to update your commitment.

- To cancel, repeat the sign-up steps above to access event.
- If the event is still unlocked, select “Remove” next to your spot & SAVE.
    - Refer to the Cancellation Policy for how far in advance you can cancel, and any penalties you can expect for not cancelling ahead of time.

- If the event is locked, you will need to contact the Scheduler directly. Please see cancellation policy in Rules and Regulations for details.

10. WHO DO I CONTACT WITH QUESTIONS OR CONCERNS?

- A volunteer that has questions or concerns may address them with Volunteer Liaison at communications@heartandsoulnpo.com.
- Our website also contains the emails for all Board members and Schedulers. All are open to questions at any time. We are here to help you!
- Please never take these to the venue supervisors or contacts directly. Our Board will address items at that level if needed to maintain proper & professional working relationships with the venues.