



Irish Fair of Minnesota VOLUNTEER HANDBOOK

Mission Statement: To promote and cultivate Irish culture and preserve a rich heritage of traditions for future generations.

This volunteer handbook contains information for the 2018 Irish Fair, and it is provided to help you with any situations or questions that may arise. Please take time to read and familiarize yourself with its contents.

Please direct any questions to the Volunteer Coordinator: volunteer@irishfair.com

Table of Contents

General Information	Page 2
Fair hours, Location, Key Contacts, Parking/ Transportation, Personal Belongings, Park Rules, Lost & Found, Media Contact, Handicapped Parking, Ticket Sales	
Policies and Procedures	Page 3
Attendance Policy, Non-Discrimination policy	
Volunteer Expectations	Page 4
Personal Well-Being, Personal Hygiene/Cleanliness, Uniform, Alcohol Consumption, Breaks, Code of Ethics/Conduct	
Emergencies/Security	Page 6
Security, First Aid, Accidents/Injuries, Emergency Procedures	
Alcohol Training	Page 7

General Information

Fair Hours:

Friday: 3:00pm-11:00pm

Saturday: 10:00am-11:00pm

Sunday: 10:00am-7pm (Mass at 9:00)

-- Alcohol service ends 30 minutes prior to closing.

-- All food service ends at closing.

Location:

Harriet Island-

200 Dr Justus Ohage Blvd

St. Paul, MN

Uber | Lyft address: 108 W. Water Street

Key Contacts:

Erin Cooper

Executive Director

Director@irishfair.com

Michelle O'Connor

Assistant Director

Info@irishfair.com

Mike Wiley

Board President

Chair@irishfair.com

Amber Ladany

Volunteer Coordinator

Volunteer@irishfair.com

Parking/ transportation:

Volunteers are responsible for securing their own transportation to and from the fair

Volunteer parking is provided for volunteers on the day of your shift only. Please park in the Health partners medical Lot which is the designated Volunteer parking area.

Shuttles are provided for volunteers between the parking lot and the main entrance; find the volunteer station at the parking lot entrance to wait for the next shuttle.

- Please see IrishFair.com “getting to the fair” for schedule and parking fees.

Personal Belongings:

Bring only the bare necessities, limit items to what you can keep on your person, as secure storage is not available. Items to remember: your shirt, rain gear, sun screen & sunglasses.

Park Rules:

- No coolers will be allowed in the festival.
- Bicycles must be walked during the event, dogs and other pets are discouraged for their own safety and the safety of the other guests.

Lost & Found:

Any items found during your shift should be given to your area manager. Inquiries regarding lost items should be directed to the welcome booth near the gateway entrance. After the fair all lost and found items are kept at the Irish Fair office, email Info@irishfair.com.

Media contacts:

Erin Cooper, Mike Wiley, or the commander; they are the ONLY people authorized to speak to the media on behalf of the Irish Fair.

Handicapped Facilities:

Handicapped parking is available on the north side of Water Street between Wabasha and Plato Blvd until full. Overflow is in 90W Plato lot.

Ticket Sales:

Tickets are sold at food and beverage ticket booths located left and right of the gateway entrance. Tickets are sold in sheets of 10 for \$10 or singly for \$1 each.

Policies and Procedures

Attendance Policy:

Check-in – Be on time. Arrive at the volunteer check-in booth 30 minutes prior to your shift to receive your t-shirt and badge; you will be directed to your volunteer area from here and should check in with your area manager at least 15 minutes prior to the start of your shift for training.

Absences – If you cannot fill your volunteer position, please let the volunteer coordinator know at least two full days in advance. In case of sudden illness, please contact the volunteer coordinator as soon as possible, preferably 24 hours in advance, so that we can find a substitute for your position. Please do not volunteer if you are sick and/or contagious.

Non-Discrimination policy:

It is the policy of this organization that there will be no discrimination or harassment in its activities and programs based on race, color, sex, sexual preference, marital or parental status, religion, national origin, age, mental or physical disability, veteran status. Staff and volunteers need to treat all people with dignity and respect.

Volunteer Expectations

All volunteers will be provided a uniform T-shirt, name badge, drink and/or food tickets, determined by number of hours worked, and water/snacks during their shift. Beverages and snacks are always available at the Volunteer Tent.

Your volunteer beverage ticket is good for a beer (after your shift) or any beverage from the **Pub Tents**. Your volunteer food tickets are good for any item by any of the food vendors at the fair.

Personal Well-Being:

This is an outdoor event and, as such, poses unique challenges for volunteers and staff. Please make sure you dress appropriately for the weather, layering is best, and bring along an umbrella or rain poncho in case of inclement weather.

Make sure to wear sun screen, hats, and sunglasses to help minimize the effects of the sun.

Bring a water bottle with you to your station and keep yourself hydrated throughout your shift. If you are feeling faint or over-heated find shade immediately and notify your area manager.

Presentation and Food Safety:

It is the intent of the Irish Fair to maintain high standards of quality and cleanliness. Volunteers, while on duty, are expected to be clean and to dress neatly. This type of appearance presents to fair guests our concern about cleanliness.

This is especially important for those volunteers working in food/beverage handling areas of the fair.

All volunteers handling food/beverages must:

1. Wash hands before starting the shift
2. Wash hands before handling food and between handling raw food/cooked food.
3. Where applicable, always wear plastic gloves when handling food
4. Keep hair clean, long hair should be restrained/fastened while working; and facial hair clean and well-groomed. You may be asked to wear hair net/restraint during your shift.

State law requires that all volunteers and staff wear shoes and shirts. Clothing should be clean and appropriate for the work required. During your shift, all volunteers are required to wear the Irish Fair volunteer shirt that is provided.

Uniform:

Irish Fair will provide every volunteer with an official IFM volunteer T-shirt; this is your uniform while working your shift and must be worn as your outermost layer of clothing. One t-shirt will be given to you when you check-in for your first shift; if you are working multiple days/shifts, remember to bring your shirt with for the successive days/shifts.

Alcohol Consumption:

For the safety of attendees and volunteers, volunteers are NOT to consume alcohol prior to or during their working shift. You should change out of your volunteer t-shirt before consuming alcohol after your shift ends.

Breaks

There will be breaks after any 4-hour shift. There are no breaks during a 4-hour shift. We have overlapped some shifts to allow for breaks. Please talk to your Area Manager if you have any questions or special needs.

Code of Ethics/ Code of Conduct:

As a volunteer, believing that the organization has a real need of my services, I realize that I am subject to a code of ethics/ conduct similar to that which binds the paid staff of the organization. To accomplish this service I will:

- Be dependable, punctual, and conscientious in the fulfillment of my duties and accept supervision gracefully.
- Remain at my post until the next shift arrives and is trained in.
- Conduct myself with dignity, courtesy, and consideration and treat others with the same.
- Consider as confidential all information that I may hear directly or indirectly concerning the operations of the fair.
- Promise to bring to my work an attitude of open-mindedness. I will be non-judgmental and willing to receive training.
- Believe that my attitude towards volunteer work should be professional and I will refrain from engaging in any negative conversation or complaining.
- Not smoke or consume alcohol while on duty or while wearing my volunteer t-shirt; and I understand that an IFMN team member may ask me to remove my volunteer shirt if they see me engaging in these activities.
- Be a positive member of the team and will strive to make the fair fun for myself, my fellow volunteers, and the fair goers. I will keep a smile and sense of humor at all times.

Emergencies/ Security

All security issues should be directed to Security. Security will handle the emergency per our emergency preparedness plans. Harriet Island is essentially a small city during Irish Fair weekend. Take a moment as you arrive to your area to notice where nearby security or police are stationed.

Security:

There are St. Paul police on-site during the event and uniformed security guards on-site 24/7 the entire event weekend.

First Aid:

A First Aid tent is located next to the Children's Playground. EMTs are there whenever the Fair is open and can assist with band-aids or aspirin and more serious injuries. Please familiarize yourself with the location of this tent. There is a grounds map on our website, irishfair.com.

Accidents/Injuries:

If you, another volunteer, or a fair guest are injured the accident/injury should be reported to your area manager immediately. The area manager will contact EMTS for appropriate medical assistance. The EMTs will fill out an accident report at the time of the incident. If you witnessed the injury, please give your name to the EMT when s/he arrives.

In the event of an emergency, use the following procedures.

If there is a **medical emergency:**

1. Find the closest member of security, police or the nearest person with a radio.
2. Have the person with a radio contact the First Aid Team.
3. Be as specific as possible about the location of the emergency.
4. Stay with the person until the First Aid Team arrives.
5. Provide background of medical problem or emergency to EMTs if possible.

If there is a **lost child:**

1. Find the closest member of security, police, or the nearest person with a radio.
2. Remain with the child at the exact location where the lost child is first discovered for a minimum of 10 minutes.
3. Send another person to find a police officer, a security guard, or an Irish Fair staff person who has a radio to inform all staff that there is a missing child and the location of that child.
4. If the child is not reunited with the parent/guardian after 10-15 minutes, the child should be relocated to the **welcome booth** at which point police will be in charge.

If there is a **fire:**

Try to remain calm, do not panic. Ensure all volunteers and fair guests are safely removed from the area and notify the closest member of security, police, or the nearest person with a radio and report the situation. Fire extinguishers are available in all Pub areas, food areas, and in the Pavilion.

If there is a **Theft**:

Theft or pilferage of cash or merchandise by a volunteer, staff member, or event guest is a serious offence and should be reported immediately to the closest member of security, Police, or nearest person with a radio. Theft is cause for immediate removal from the grounds and event.

Weather emergencies:

The commander is in touch with the weather service as needed. In the case of inclement weather, a public announcement will be made. We ask that all volunteers help by staying alert and following their team leader's instructions.

Alcohol Training

Wristbands:

To drink alcohol at the IFM, each adult over 21 years of age is required to wear a wristband; the wristbands are \$2.00 each. A valid driver's license or ID card, showing owners date of birth equal to or greater than 21 years of age, must be provided in order to receive a wristband. Volunteers will receive a free wristband on the days they are volunteering, please stop by the volunteer tent with your valid ID to be wrist-banded.

All volunteers are required to attend one of the alcohol awareness/ training sessions offered for Irish Fair, Dates can be located on the Irish Fair web site or by contacting the volunteer coordinator. Training must be renewed annually.

Alcohol Awareness

- Intoxication and alcohol elimination factors
- The effects of blood alcohol content
- Signs of impairment; poly-impairments, and club drugs

Server Responsibilities

- Monitor, card, intervene, and document
- Duty of care; drinking is a privilege
- SCAB customer unwanted behavior assessment

Carding

- When and why to check ID
- 7 Steps of Checking IDs

Interventions

- When to intervene
- Intervention methods and techniques

Minnesota Alcohol Laws

- Current Minnesota laws
- Valid Minnesota identification procedures and techniques
- Surrounding states' IDs

Talk to us!

As a volunteer, you are one of the most important members of our team. Your experience is important to us! Thank you so much for taking your time to help us share the music, dance and culture of Ireland with the people of Minnesota.

If you have suggestions, or feedback, both positive and negative, we want to improve each year and welcome your input. Please let the **volunteer coordinator** know about any concerns, needs or issues that arise during your volunteer experience this year.