



## **Volunteer Handbook**

### **Mission Statement for Mule Days Celebration:**

**“The Bishop Mule Days Celebration, established in 1969, aims to produce a fun and entertaining community event each Memorial Day Weekend. The event’s sole purpose and intent is to celebrate and showcase the diversity of the mule.**

**The Bishop Mule Days Committee, a non-profit organization, strives to avoid any and all activities that surpass the scope of its stated purpose. Requests or proposed actions that would negatively impact, alter or impede the stated purpose of the celebration, or its status as a non-profit organization, will be discussed by the Bishop Mule Days Executive Committee, which will determine the appropriateness of such issues.**

**Should any discrepancies arise in the event’s stated purpose, it is up to the Mule Days Executive Committee to address the issue with all due diligence.**

**Having the final authority over all matters concerning the event, the Bishop Mule Days Executive Committee shall strive to stay true to the established purpose of Mule Days. The Executive Committee shall also strive to remember that the continued success of the event rests in the actions and hearts of its staff members and volunteers.”**

**Adopted March 13, 2001**

## GENERAL INFORMATION

Please arrive and check in at least 15 minutes before your scheduled time to allow a smooth transition between shifts. Please remember to sign in and out on the time sheet with your Chairman and to sign the release form. All of us at Mule Days appreciate the generous donation of your time.

If you must cancel your scheduled shift, please notify your committee chair or the co-chair. We know circumstances are unavoidable but "no shows" make event coordination difficult for your committee chair and your fellow volunteers. If you cannot work your assigned shift, please help by finding a replacement or letting us know as far ahead as possible.

If you are issued a committee shirt/vest, please wear it while on duty. This helps identify you as a very important part of the event to our visitors and other volunteers.

You are an ambassador for Mule Days Celebration and the Bishop community. Welcome our guests and give them the most positive experience possible. If problems occur with which you are not comfortable, please do not hesitate to contact your committee chairperson, a member of the Mule Days Executive Board, or Mule Days staff.

We have provided special parking for Mule Days Volunteers just past the Guard Shack and before the Barns & Stalls gate, at the north end of Lot B and in Larry Lot. You may pick up a Volunteer Parking pass at the Volunteer BBQ.

PLEASE pass on suggestions, complaints, and/or compliments to your committee chair, members of the Executive Board, or Mule Days staff. You are our best eyes and ears during the event. We encourage you to tell us what works and what we can improve upon.

Lunch is provided daily in the Patio Building for volunteers at approximately 11 AM, Tuesday – Sunday (on Saturday lunch will be in the Charles Brown Auditorium). The announcement for lunch will be made over the radio. If you are unable to make it to lunch due to your work situation, please let us know and we will bring it to you. There are also beverages, sunscreen and snacks for volunteers in the Show Office at all times. Please make sure that you stay well hydrated and keep the sunscreen on.

**Please remember, if you don't know or aren't sure, ASK!!!**

**Have fun and Thank You for volunteering!**

## SAFETY

The safety of our visitors, competitors (both the human and animal kind) and our volunteers is our highest priority. Every effort should be taken to ensure everyone's safety. Please use common sense while you are volunteering. Be aware and careful around animals, do not try to lift extremely heavy items, move equipment, or do strenuous activity by yourself.

Be aware of what is going on around you. If you are uncomfortable with any situation, please report it to the nearest security or event official. No other action is necessary or advisable.

If you notice any incidents or situations that might result in liability to the event (for example, equipment in an unsafe place, vehicle or personal accidents, etc.) please report these to your chairman, board member, or Mule Days staff.

Paramedics and other first-aid personnel will be on site during the event. If you are aware of injuries that require immediate attention, please contact security or any event official with an event radio.

Responsible use of alcohol is a must. Beer is available in the Patio Building during lunch for those who desire it. Drinking of alcoholic beverages before and during a shift is not permitted. We want you to enjoy the hospitality we provide for you but ask you do so in a responsible manner. A serious accident involving the use of alcohol could jeopardize this event, let's not take the risk.

Mule Days has a zero tolerance for violence. Violations will result in expulsion from the event.

Please use common sense while you are volunteering to ensure a safe, positive experience for everyone involved.

### **Incident/Accident Reports**

Any unusual circumstance that may pose potential liability requires an incident report.

If there is an injury, do not offer first-aid evaluation. Contact security via radio and stay with the victim until help arrives. Do not assume someone else will report the incident. It's better to have several reports than none.

## LOST CHILDREN

If a lost child is brought to you or you find a lost child:

1. Do not take sole responsibility for the lost child. Ask the "finder" to stay with you until the necessary information has been passed on (where found, when found, etc.) If you find a child, have another volunteer stay with you and the child until you turn the child over to the Security official.
2. Contact Security by radio.
3. If a person claiming to be the parent or other adult wants to claim the child before you reach Security, release the child **only** if there is obvious recognition by the child.
4. Thank the "finder" for the assistance. And thank you!

If parents are looking for a lost child:

1. Have them stay with you until Security is contacted.
2. Keep them as calm as possible until Security arrives. Discourage them from both looking for the child themselves. If they leave it may take longer to reunite them with the child or they may forget to notify us if they find the child themselves.

## GOLF CARTS

Certain volunteers will be using golf carts. If you are one of those volunteers, your responsibilities are:

**SAFETY, COURTESY, CAUTION, AND COMMON SENSE.**

Golf carts are rented and Mule Days is charged for all damages. As an operator, you must take responsibility for the safe operation of the golf cart. The following rules apply in all cases

1. Operation of carts is to be by authorized personnel only.
2. No one under the age of 18 or without a valid driver's license will be allowed to operate a golf cart.
3. Golf carts are not to be overloaded.
4. Operating speeds of the carts must be appropriate for the situation.  
**SLOW, SLOWER, SLOWEST only**
5. Do not leave keys in unattended golf carts.

6. Please clean up the carts after every use (throw away trash and make sure you have your personal belongings).
7. All carts are to be returned to the designated area at the end of the day - with keys.

## **OVERNIGHT SECURITY**

While security is provided, it is not a guarantee against theft. Anything of value or anything someone could take should not be left out. Mule Days is not responsible for the safety of personal belongings.

## **LOST AND FOUND**

The Show Office functions as our Lost and Found center. Please turn in all found items or claim any lost item at that location.

## **SUGGESTIONS FOR YOUR COMFORT AND FUN**

This is just a suggested sample list, feel free to bring other items you believe necessary.

A smile	A good attitude
Promptness	Courtesy

Comfortable shoes and clothes including your committee shirt/vest if given one.

Mule Days badge

Sunglasses, hat or cap, sunscreen

Gloves if needed

Clothing should be appropriate to the event, western in nature if possible. Long pants are required in the arena, long sleeves and hats are recommended. If you are working in the arena appropriate footwear (tennis shoes or boots) should be worn for safety reasons.

Knowledge of what events are happening during your shift (check out the official program) and/or the location of the Information Booth and Show Office.

**DID WE SAY,**

**"THANK YOU FOR VOLUNTEERING"?**