



# VOLUNTEER HANDBOOK

Westfield is uniquely appealing to all. Whether you are a long-time resident, new resident, work in Westfield or just here for a visit, we are truly pleased to showcase our city and give you a heartfelt, "Westfield Welcome!"

## MEET YOUR WESTFIELD WELCOME FAMILY



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## ANNUAL EVENTS

 **Melt the Trail** – Feb. 23



**Egg-Paw-Looza** – April 13



**Westfield Green Day** – April 20



**Daddy Daughter Dance** – April 27 & 28



**Dia del Niño** – April 28



**Grand Summer Kickoff** – May 24



**Grand Run** – May 27



**Donut Trail** – June 7-9



**Touch-A-Truck** – June 14



**Westfield Rocks the 4th** – July 4



**Touchdown Trail** – July 12-19



**Colts Training Camp** – July & Aug.



**Amigos de Westfield** – Aug. 24



**Movies in the Park** – Aug. 30, Sept. 6 & 20



**Jake Laird Community Day** – Sep. 10



**Grand Games** – Sept. 14



**Westfield Safety Festival** – Sept. 14



**Grand Park Youth Festival** – Sept. 27-29



**Grand Fall Festival** – Sept. 28



**Fireside Tales** – Oct. 9, 16, & 23



**Barktoberfest** – Oct. 26



**Mother Son Dance** – Nov. 9



**Westfield in Lights** – Dec. 7

## ABSENCE POLICY

All volunteers are asked to let Westfield Welcome staff know if they will not be able to make their shift(s). All volunteers are permitted three no-call, no-shows before they will be removed from the program.

## CODE OF CONDUCT

As a Westfield Welcome volunteer, you are committed to the following:

### • Behavior Expectations

- Be on-time and dependable.
- Do not accept tips or gifts unless approved by a Westfield Welcome staff member.
- Do not use cell phones during your shift(s) unless approved by a Westfield Welcome staff member.
- Do not share credentials unless instructed to.
- Avoid profane language.
- Follow event and venue protocols.
- Refrain from drinking alcohol and illegal drugs before/during your shift(s).

### • Dress Code

- Please wear pants without holes (*i.e., jeans, khakis, black pants*).
- Please wear your Westfield Welcome shirt (*i.e., orange shirt, Colts Training Camp shirt, or event specific shirt*).
- Comfortable shoes.
- All other specifics, if any, will be provided with each individual event.

### • Where to Report Concerns

- All concerns should be reported to a Westfield Welcome staff member.
- In case of emergency, always call 911 first.

## CREDENTIALS

Please make sure you are always wearing something that distinguishes you as a Westfield Welcome volunteer (*i.e., an orange shirt, a volunteer lanyard, an event specific shirt*).

## CUSTOMER SERVICE

All volunteers are expected to be courteous, friendly, and helpful to all visitors, staff, and other volunteers. Remember, you're not just a volunteer; you're a Westfield Welcome Ambassador. Here are some helpful hints to show the "Westfield Way":

- Smile!
- Address visitors with a "good morning," "Welcome to Westfield," or other appropriate greetings.
- Treat everyone with kindness and respect.
- Know your job description and review all information given to you prior to your shift(s).
- If you don't know an answer, ask! We are always happy to help in any way.
- Take our Super Service course to become a certified Westfield Welcome Ambassador.

## EVENT SAFETY

Every Westfield Welcome event has its own safety protocols. Your main channel of communication will come from a Westfield Welcome staff member. Possible channels of communication include: radios, text messages, and phone calls. Always dial 911 in the case of an emergency to yourself, another volunteer, staff member, or visitor.

## HOSPITALITY AND BREAKS

While these perks vary based on the events you volunteer for, most shifts will be offered breaks whenever requested. Water will always be available to you and your fellow volunteers; just ask!

## PARKING AND PERSONAL ITEMS

Our staff will always make sure to tell you where volunteers are to park. While parking fees vary based on the events you volunteer for, we will offer free parking for volunteers at most events.

