

# ***Volunteer Handbook***

*2017-2018 Season*



***Fiesta Bowl***<sup>®</sup>

*Serving the community since 1971*

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## 1.0 ABOUT THE FIESTA BOWL

The Fiesta Bowl Organization is comprised of four tax-exempt 501(c)3 nonprofit corporations: The Arizona Sports Foundation dba the Fiesta Bowl, Valley of the Sun Bowl Foundation dba as The Cactus Bowl, Fiesta Events, Inc., and The Arizona College Football Championship Foundation (collectively, the “Fiesta Bowl Organization” or “Organization”). The Organization annually hosts the Fiesta Bowl, Cactus Bowl and more than 20 other community events. The Fiesta Bowl is one of six bowl games included in the College Football Playoff’s (CFP) “New Year’s Six”.

### 1.1 Mission Statement

The Fiesta Bowl strives to create a positive economic impact for Arizona and focus on the community while having fun.

### 1.2 Contact Information

Ellie & Michael Ziegler Fiesta Bowl Museum & Offices

7135 East Camelback Road, Suite 190

Scottsdale, AZ 85251

480-350-0900

Open Monday through Friday, 8:30am – 5:00pm



## 2.0 VOLUNTEER PROGRAM OVERVIEW

The purpose of the volunteer program is to support the various annual events hosted by the Organization. Volunteers can serve in many roles, but all have the same goal: to help execute a great event and ensure that our guests have a wonderful experience. Volunteers must participate in at least one event in the current season to be considered active. Brief descriptions of the different types of volunteers and their roles are below.

- **Fiesta Bowl Volunteer:** The Organization has almost 2,900 volunteers who commit their time and talents in connection with various Fiesta Bowl Organization events including, but not limited to, pre-event planning and day-of help.
- **Fiesta Bowl Ambassadors Committee:** A committee that supports the Fiesta Bowl experience through exceptional leadership and hospitality. For more information about the Ambassadors and the membership requirements, please contact Amber O'Brien at 480-350-0900 or [aobrien@fiestabowl.org](mailto:aobrien@fiestabowl.org).
- **Fiesta Bowl Committee:** Fiesta Bowl Organization Volunteers who are accountable for meeting the Organization’s fundraising goals and managing and participating in Organization events. For more information

about the Committee and its membership requirements, please contact Bob Whitehouse at 480-350-0900 or [bwhitehouse@fiestabowl.org](mailto:bwhitehouse@fiestabowl.org).

- **Fiesta Bowl Life Members:** Members have the option to become a Life Member after serving a minimum of six consecutive years as an active Committee Member. Life Members are encouraged to remain active with the Fiesta Bowl by attending meetings and events. Their time, dedication and commitment to the Fiesta Bowl has had a tremendous impact on our success.
- **Fiesta Bowl Board of Directors:** Comprised of up to 33 volunteer members responsible for leading the Organization in fulfilling its mission and public purposes, setting foundation policies, overseeing finances, evaluating events and determining the Organization's direction.
  - **Fiesta Bowl Life Directors:** Former Board Members whose dedication to the Organization has been integral to its success. Many of these volunteers have been associated with the Fiesta Bowl since its inception in 1971.

### **3.0 BECOMING A VOLUNTEER**

Volunteer commitments and requirements vary depending upon the specific assignment. In establishing procedures, policies, and guidelines for the volunteer program, the Organization seeks to:

- Provide a safe and high quality program
- Clarify the way volunteers can help the Organization achieve its mission
- Ensure positive relationships between staff, volunteers and the public

#### **3.1 Volunteer Requirements**

Below is an overview of what is required before an individual is eligible to participate in the Organization's volunteer program. The requirements for volunteering are subject to change from time to time.

- Register online through the Fiesta Bowl Website.
- Pass a background check.
- Sign the Volunteer Waiver and Release of Liability form.

#### **3.2 Volunteer Application**

The online registration can be found at [www.fiestabowl.org](http://www.fiestabowl.org) underneath the Volunteer Section. If you have any questions about this process please contact Amber O'Brien, Volunteer Services at 480-350-0900.

#### **3.3 Background Check**

Volunteers will be asked to submit to an annual criminal background check. An approved third party company will conduct the check. Volunteers who do not agree to the background check will be refused assignment. The cost of the background check will be paid by the Organization.

#### **3.3 Volunteer Waiver and Release of Liability**

Volunteers are asked to sign a Waiver and Release of Liability form. Because the public perceives the decisions and actions of volunteers as direct reflections of the Fiesta Bowl Organization itself, each volunteer must sign a Waiver and Release of Liability indicating that he/she understands and agrees to the responsibilities, potential hazards, benefits, and other conditions of volunteering with the Organization. For risk management purposes and to help protect the Organization and its volunteers, the Organization does not permit anyone to begin volunteer work until the individual signs this document.

### **4.0 VOLUNTEER DUTIES**

Prior to performing your assignment, you will be provided a description of the duties and responsibilities of your specific position. General responsibilities shared by all positions include:

- Abide by the Volunteer Code of Conduct and other policies and procedures.
- Participate in required training, if applicable.
- Report all on-the-job accidents, injuries, and unsafe practices to a staff supervisor or event chair immediately.
- Be cooperative when accepting instructions, guidance and suggestions from staff and event leadership.
- Be courteous and professional when engaged in volunteer activities.

## **5.0 VOLUNTEER CODE OF CONDUCT**

The Fiesta Bowl Organization owes its success to the commitment and character of its many volunteers. The Organization is recognized for its hospitality, and your willingness to give our guests and participants the “first class treatment” is one of the primary reasons the Fiesta Bowl Organization presents the finest games and events in college football. A volunteer’s conduct directly influences how others perceive our Organization and the Fiesta Bowl family must continue to demonstrate the highest level of behavior at all Organization related activities. Volunteers are expected to maintain an attitude of respect, responsibility, caring, fairness, sportsmanship and trustworthiness. Volunteers are expected to comply with this Volunteer Code of Conduct whenever participating in an Organization event or otherwise representing the Fiesta Bowl Organization.

- I.** Demonstrate the highest level of respect and professionalism in your interactions with Fiesta Bowl Organization fans, sponsors, participants, staff and other volunteers. Harassing and intemperate behavior, such as physical or verbal abuse including the use of profanity or other offensive language, is never appropriate.
- II.** Do not use your role as a volunteer for personal gain. Volunteers are not to request autographs, team paraphernalia or photographs from or with any players, coaches or other team administrators of our participating universities unless the volunteer has a close personal relationship with that person. In such cases, the volunteer is expected to use their best judgment as to the appropriateness of the request.
- III.** Do not speak with the media in the capacity of or with reference to your service as an Organization volunteer unless authorized to do so by the Fiesta Bowl’s Public Relations Department. If you are contacted by the media, please refer the media to the Fiesta Bowl’s Public Relations Department.
- IV.** Dress appropriately for all Fiesta Bowl Organization related functions.
- V.** Please do not contact members of a university’s athletic department, including players, coaches, staff or other athletic administrators, as a representative of the Fiesta Bowl Organization without prior approval from the Fiesta Bowl’s Public Relations Department. This prohibition is not intended to apply to communications necessary to perform a volunteer’s specific Organization responsibilities.
- VI.** Use discretion when posting Fiesta Bowl Organization oriented content on the internet such as on social media sites. Avoid posting photographs that include members of our participating universities and sponsors and avoid references to the conduct or statements of such individuals.
- VII.** Volunteers shall not participate in an Organization event while intoxicated or incapacitated by the use of alcohol or legal or illegal drugs. If a volunteer is unable to safely drive after participating in a Fiesta Bowl Organization event, the volunteer shall notify their event supervisor who will arrange alternative transportation.

- VIII. Honor your commitment to work at Organization events and arrive in a timely manner. Notify your direct supervisor immediately if you are unable to work at an event as previously scheduled. Please avoid attending events as a volunteer when not specifically assigned to work that event.
- IX. Unless serving in a liaison capacity with a participating university, remain impartial and avoid dress or conduct that demonstrates favoritism.
- X. Family members and friends are not allowed to accompany volunteers while a volunteer is working at a Fiesta Bowl Organization related event unless also serving as a registered volunteer.

## **6.0 POLICIES AND PROCEDURES**

### **6.1 Confidentiality**

Volunteers are responsible for maintaining the confidentiality of all proprietary or privileged information to which they may be exposed while serving as volunteers, whether this information involves staff, volunteers, or other persons, or involves overall Organization business. Maintaining the confidentiality of volunteer information in order to protect privacy is of the highest priority for the Organization.

### **6.2 Expenses**

Volunteers will not be reimbursed for any expenses unless pre-approved by the appropriate Organization staff member and which are otherwise reimbursable in accordance with the Organization's expense reimbursement policy.

### **6.3 Grievance**

Please refer to the Fiesta Bowl Grievance Policy (Appendix A) which outlines the procedure to report a violation of the Fiesta Bowl Code of Conduct.

### **6.4 Anti-Harassment and Non-Discrimination**

The Fiesta Bowl Organization is committed to providing volunteers an environment free from unlawful harassment and discrimination. All volunteers are expected to conduct themselves in accordance with this Anti-Harassment and Non-Discrimination Policy. The Fiesta Bowl Organization will not tolerate retaliation, discrimination, or harassment that interferes with a volunteer's performance or creates an intimidating, hostile or offensive environment.

Harassment is defined as unwelcome conduct, whether verbal, physical or visual, that is based on a person's race, color, national origin, religion, age, sex, genetic testing or disability. Harassment may include derogatory remarks, epithets, offensive jokes, the display or circulation of offensive printed or visual material, or offensive physical actions. Sexual harassment may include sexual propositions, innuendo, suggestive comments, sexually-oriented jokes or teasing, or unwelcome physical contact such as patting, pinching or brushing against another.

Harassment is prohibited whether it is conducted directly or indirectly, by telephone or other electronic communication, through the internal/external mail systems, other written communication, or in person.

Any volunteer who believes that he or she has been subjected to harassment or discrimination or who observes another employee being harassed or discriminated against is obligated to immediately report it to the Vice President of Operations, Executive Director or call the Fiesta Bowl Organization's Whistleblower Protection

Hotline number [877-472-2110]. The report can be made orally or in writing. Do not assume the Organization is aware of the problem. It is your responsibility to bring complaints and concerns to our attention so we can help resolve them.

The Organization will protect you from retaliation for reporting what you reasonably believe to be unlawful harassment or discrimination or otherwise participating in an investigation concerning the same. Any employee who believes that he or she has been subjected to such retaliation should immediately report the retaliation to the Vice President of Operations, Executive Director or call the Fiesta Bowl Organization's whistleblower protection services hotline number [877-472-2110]. Any such report can be made orally or in writing.

Reports of harassment, discrimination or retaliation that are not made in good faith can subject the reporting volunteer to dismissal.

### **6.5 Management of Information**

Contact information provided by volunteers is entered into a customized database program. A volunteer's contact information will not be voluntarily provided to any other entity outside of the Organization without permission of the volunteer in each instance. Volunteer documentation is kept on file in a secure cabinet and accessed by staff working to coordinate volunteer activities.

### **6.6 Minors**

Volunteers who have not reached 18 years of age must present a written consent of a parent or guardian to Volunteer services and the Volunteer Waiver and Release of Liability form prior to volunteering.

### **6.7 Political and Civic Activities**

The Organization recognizes the right of every volunteer to participate in political and civic activity. However, all such activity must be conducted on the volunteer's own behalf, on his/her own time and without the use of the Fiesta Bowl Organization's name or resources. Volunteers may not display or distribute political petitions or other political or civic materials at Organization events and are prohibited from engaging in any activity that would violate the Organization's political activity policy.

### **6.8 Recognition and Benefits**

The Organization will hold an annual appreciation party for active volunteers. To be considered active, the volunteer must have had participated in at least one event in the season before the appreciation party. All active volunteers will receive a commemorative thank you gift from the Organization.

### **6.9 Resignation**

If a volunteer wishes to resign from his or her duties, the volunteer must notify the Organization by emailing [volunteers@fiestabowl.org](mailto:volunteers@fiestabowl.org) or calling 480-350-0900.

### **6.10 Dismissal**

All volunteers serve in an "At-Will" capacity, and at the pleasure and discretion of the Fiesta Bowl Organization. Violation of the, Volunteer Handbook including, without limit, the Code of Conduct, repeated tardiness or absenteeism, incompetence and insubordination are examples of grounds for dismissal. The Fiesta Bowl Organization has the right to terminate your involvement as a volunteer at any time if it considers your conduct

inconsistent with its mission and policies and reserves the right to request that a volunteer leave immediately if the Organization, in its sole discretion, deems that the circumstances warrant such an action.

#### **6.11 Safety**

Volunteers who may be injured or who are involved in an accident during their volunteer assignment must report the accident immediately to their staff supervisor.

#### **6.12 Smoking**

Smoking is prohibited while performing your volunteer duties. Smoking breaks must be approved by your staff supervisor and taken in designated areas.

#### **6.13 Training**

For most assignments, volunteers will receive training to provide them with the information necessary to complete their assignment. Each assignment is different and you will receive specific information on training when applicable.

**APPENDIX A**  
**FIESTA BOWL VOLUNTEER GRIEVANCE POLICY**

Any person alleging a claim of misconduct by a Fiesta Bowl Volunteer (General Volunteer, Committee Member, Life Committee Member or Ambassador) shall immediately report the complaint to the current Fiesta Bowl Committee Chair ("Committee Chair"). If the complaint involves the Committee Chair then it is to be reported to the Chair of the Board of Directors.

Once the appropriate Chair is notified, that person will within two weeks convene a meeting of the Grievance Committee. The Grievance Committee shall be comprised of the following people: Committee Chair, Volunteer Operations Committee Chair, Nominating and Governance Committee Chair and the Vice President of Operations as a non-voting advisory member. If the complaint is alleged against a Life Committee Member or an Ambassador, the Chair of that group will also serve on the Grievance Committee, unless he or she is involved in the complaint, in which case a substitute member from that group will be used. The Chair of the Volunteer Operations Committee will serve as Chair of the Grievance Committee. Grievance Committee meetings can be completed via teleconference, in-person meeting or through group electronic correspondence.

At its initial meeting the Grievance Committee shall review the Complaint to determine whether additional investigation is required. Any additional investigation will be completed by members of the Grievance Committee. If the complaint is of a nature that could subject the Fiesta Bowl Organization and its stakeholders to civil or criminal liability, the Grievance Committee shall immediately notify the Board Chair and the Executive Director and the Vice President of Operations shall work with outside counsel as necessary. When it feels it has sufficient information concerning the complaint, the Grievance Committee will decide by majority vote as to what action, if any, will be taken against the Volunteer who is the subject of the complaint. The Grievance Committee can impose discipline up to and including disassociation from the Fiesta Bowl. As part of the investigation, the aggrieved party will have an opportunity to address the Grievance Committee if any adverse action is contemplated by the committee. The Grievance Committee will immediately inform the Complaining Party and the Volunteer who is the subject of the complaint as to its decision.

The Grievance Committee will report any action taken against the party to the Executive Committee of the Board of Directors. The aggrieved party will have the opportunity to appeal to the Executive Committee if he or she disagrees with the action taken by the Grievance Committee. Such appeal is to be initiated by written notice to the Chair of the Board of Directors within ten days of receiving notice from the Grievance Committee of its decision.