

Information Volunteers 2022

Celebrating 28 years

"Find Your Fun"

Volunteering-2022

- **Location:**

Address: 221 E 30th Des Moines. We are located on corner of Dean Ave and 30th ... right outside Gate 9.

- **Hours of Volunteer Office:**

7:30am to 8pm daily during the fair.

- **Fairgrounds Open / Close:**

Open 8:00am to midnight daily.

Most fair buildings are open from 9am to 8pm.

Grandstand Ticket Holders will be entering thru a Magnetometer.

No entry or re-entry after 9pm on last fair day.

- **Reporting for your Shift - Golf cart transportation:** is available from the Volunteer Office to your assigned location. Please arrive 15 to 30 minutes prior to your scheduled time. Return rides (evening shift only) will be limited if available at all due to activities and route closures. *NOTE: with reduction in golf carts rides to/from your location in general may be limited, please plan accordingly.*

- **Volunteers that must report to Office:**

Credential Ambassadors, Delivery Cart Drivers, Shift Rovers, Office Volunteers will report to the Volunteer Office.

(Please note: Shift Rovers are back-ups for Booth vacancies.)

- **Check-in Roster:** Available to sign at the Volunteer Office and/or delivery cart drivers will take attendance and report to Vol Office. *Sign in available either* at Volunteer Office or by Cart Driver.



What to expect on your First Shift

- **Volunteer Schedule Cards:**

(pictured on right) must be brought daily and signed by delivery cart driver and/or co-volunteer. Turn in your completed card at the end of your last shift(s) to the Volunteer Office and/or the Cart Driver.

- **Golf cart rides:**

are available from the Volunteer Office to your assigned location. Please arrive 15 to 30 minutes prior to your scheduled time. *NOTE: with reduction in golf carts rides to/from your location in general will be limited, please plan accordingly.*

- **Volunteers that must report to Office:**

Credential Ambassadors, Delivery Cart Drivers, Shift Rovers, Volunteer Host/Hostess will report to the Volunteer Office. (Please note: Shift rovers are back-ups for Booth vacancies.)

- **Check-in Roster:**

Available to sign at the Volunteer Office and/or delivery cart drivers will take attendance and report to Vol Office. Sign in available ... either at Volunteer Office or by Cart Driver.

"Fair Tour 2015"
Iowa State Fair -- August 13-23, 2015
Elarton, Dorothy & E. Duane

ph: _____ cell: 660-528-9297
e-mail: elarton@mediasouth.net
Vol Yrs: _____ T-Shirt Size: **Large an**

To ensure proper recognition this card will be collected after your last shift by Delivery Cart Drivers or you may drop off at your convenience to the Volunteer Headquarters.

Information Volunteer Schedule

Day	Location / Shift(s)	Co-Volunteer/Del Cart Signature
Fri-14th	2 Grand Ave Booth Afternoon: 12 - 2	<i>Larry Spangler</i>
Sat-15th	2 Fun Forest Booth Afternoon: 12 - 4	<i>Russell Dorsch</i>
Sun-16th	2 Delivery Cart - 1 Evening: 3:50-8:00	<i>JMC</i>
Tue-18th	2 First Church Booth Evening: 4 - 8	<i>E. Duane Elarton</i>
Thu-20th	2 Varied Industries Booth Afternoon: 12 - 4	<i>Joyce Gardner</i>

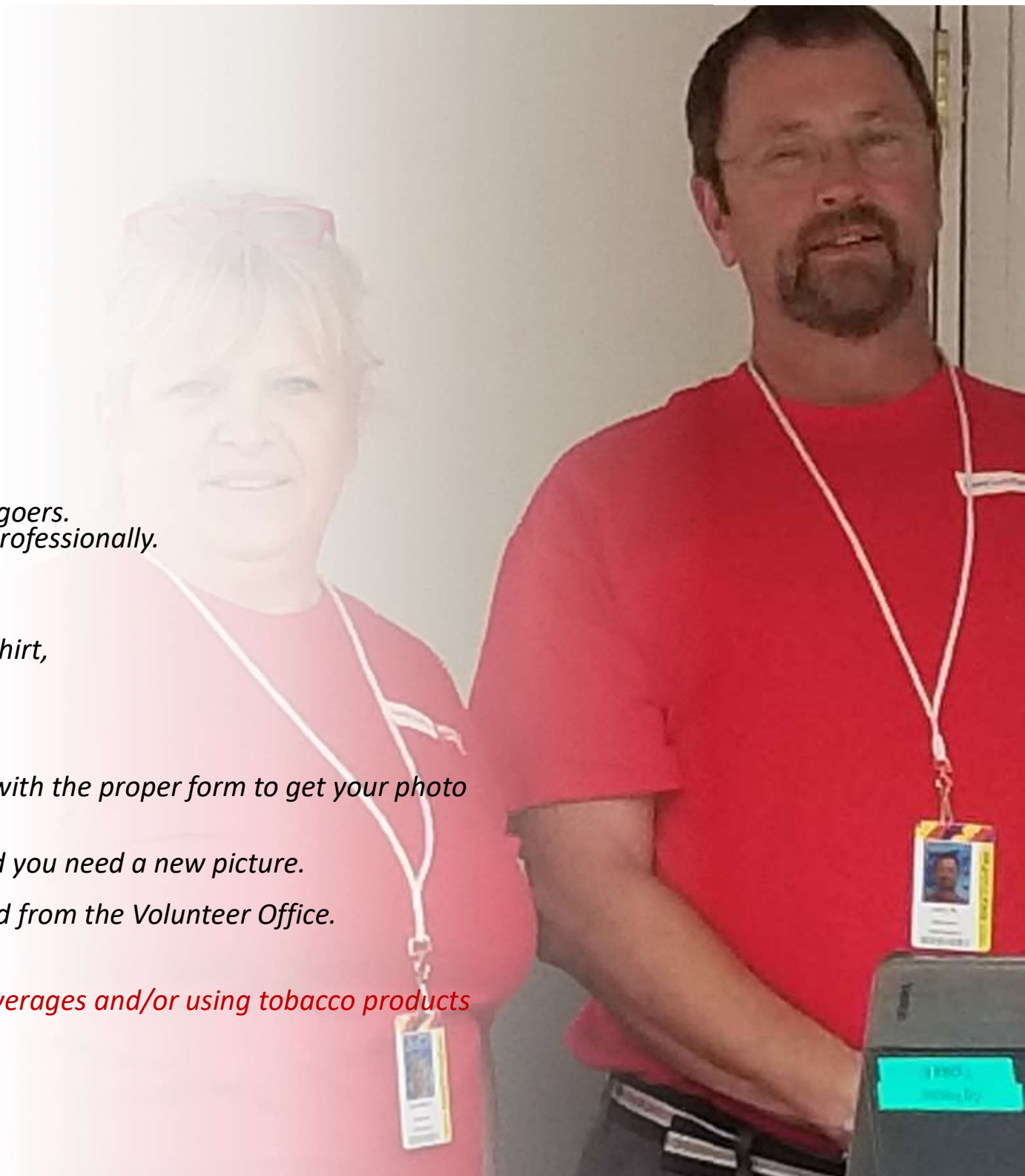
As a THANK YOU for volunteering 16+ hours can you join us at the Appreciation Dinner to be held Thursday, September 3rd? YES NO



What to wear: Volunteers in “RED”

- **YOU** are a Fair Employee to most fair-goers.
Please represent the fair proudly and professionally.
- **Wear:**
 - > your “unaltered” commemorative t-shirt,
 - > your name badge/ID with lanyard
- **New Volunteers:**
 - > The Volunteer Office will supply you with the proper form to get your photo at the fairgrounds PRINT shop.
 - > Other Volunteers are welcome should you need a new picture.
 - > A photo request form can be obtained from the Volunteer Office.

During your shift(s) drinking alcoholic beverages and/or using tobacco products is prohibited.



Responsibility of:

Volunteers



Greet fair-goers with a friendly smile. "If they don't have a smile give them one of yours."

- **Know the surroundings of the area where you are volunteering.**

- ... What buildings are around you?
- ... Attractions? (What's on the Grand Concourse, Entertainment Stages, Big Boar, Giant Slide, Milking Parlor, Butter Cow, etc.)?
- ... Where is the closest "First Aid" station?
- ... Restrooms ... where?
- ... Nearest ATMs
- ... Wheelchair Rental... closest? Available near Gates 8, 10, 11, 13, and 15.
- ... Know where the entertainment stages are located?
- ... Baby Stations, Adult changing stations?

- **Answer ?'s promptly. Never say, "I don't know" say instead, "Let me find out for you!"**

- ... Use the tablet as your 1st resource. Check www.iowastatefair.org/volunteer-resources or Fair App
- ... Call the Volunteer Office at 515-262-3111 ext-4535 or if busy call ext 4534.
When using the LAN phone please include your location and name.

- **Be informed:**

- ... on the activities of the day,
- ... review the daily pocket guides
- ... review the fair apps.
- ... know your way around the Fair and the Volunteer websites. See sitemaps.
- ... when arriving at your volunteer location. Ask those volunteers prior to you any "Needs to know"!

- Don't Guess; Don't make assumptions. Send the fairgoer on the **correct** path.

- Maintain a positive attitude no matter what the circumstances.

- Share your fair knowledge with other Information Volunteers.

- Delivery Cart Drivers will have the necessary supplies to stock your house.

- ... However, if supplies are low contact the Volunteer office at 515-262-3111 ext. 4535 or if busy ext. 4534.

- **GOLF CART Return Rides:** Due to golf carts and the timeline of NO travel time of Grand Concourse and Rock Island the golf cart pickups will be limited. Evening shift pickup may be limited. Please do plan accordingly.

Are you Volunteering as: Credential Ambassador?



- *The Volunteer Office is used to stage credentials for customer pickup.*
This could be for various judges of livestock competitions, media, 4-H/FFA and more.
The office is located outside the SW corner of the fairgrounds off Logan Street. (221 E 30th Street, Des Moines, IA)
- Credentials are sealed in an envelope and a sticker is attached identifying the person or company picking up the credentials. They are then sorted and placed in alpha order.
- Periodically throughout the day Delivery Cart Driver(s) pick up the credentials at the Administration Building. Delivery Cart Driver must sign the log sheet at the reception desk in the Admin Building noting the time taken.
- **REMINDER:** All Grandstand “WILL CALL” tickets are handled through the Administration Building Ticket Office NOT the Volunteer Office!!!
- To save confusion ... signage on Volunteer Building now reads, “Volunteer Office and Credential Pick-Up”. During fair Information Volunteers should enter through the main front entrance glass doors. Others will enter via the wooden door to the south of the main front entrance.

Are you Volunteering as: Shift Rover?



- The Shift Rover is the “eyes and ears” for the Volunteers and Fair personnel.
- The Shift Rover will walk from Information Booth to Information Booth and while walking the grounds will assist Fair-goers.
- The Shift Rover is also available to assist in answering questions of the website and tablets.
- Shift Rovers will carry a Radio, an apron with supplies (daily program, note pad, and Lost and Found ID Bracelets.
- Shift Rovers are encouraged to report at the Information Volunteer Office. However, if you are on the grounds go to the nearest Info Booth to call if we have available volunteers to bring your items to you we certainly will.
- **REMINDER:** All Grandstand “WILL CALL” tickets are handled through the Administration Building Ticket Office!!!

What to do when there is a:

Lost Child, Elders or Personal Items?



- **Lost Children:**

Stay with the child!!! Help to keep them calm! Do NOT change your location as 9 times out of 10 Parents will circle back where they just were.

- If you are a Shift Rover or at an Information Booth, the second volunteer should report to the Volunteer Office and/or if line is busy call directly to ext # 327 with State Fair Phones or Personal Cell...515-262-3931.
- **Paging, when warranted:** the Iowa State Fair Public Safety Department offers paging for lost children, senior citizens and emergencies **ONLY** from 8 a.m. to midnight in The Robert G. Horner & Sheri Avis Horner Service Center, located west of the Administration Building. After midnight, this service is available at Iowa State Fair Public Safety headquarters, located at the west end of the Grand Concourse.
- **Lost and Found Items:** These items should be taken to the “Lost and Found” area of the Public Safety Headquarters, located at the west end of the Grand Concourse. Please inform the Volunteer Office as well in case someone would be looking for that item.

Arriving at

Information Booth/House



✓ Upon Arriving at your Designated Location:

- ... Please remove any trash/debris from booth. Keep your area in an orderly fashion.
- ... Cleaning supplies are in each booth/house. Delivery cart drivers will have back cleaning supplies.
- ... Daily Programs, does the date match the date you are distributing?
- ... Any Daily Programs PRIOR (from day before) should be given to the Delivery Cart Driver to recycle.

✓ Items in each Information Booth/House:

- ... A working State Fair phone
- ... A computer tablet, property of the Iowa State Fair
- ... Laminated Fairgrounds Map and Livestock schedule map
- ... Daily (pocket guides) programs
- ... Brochures, (Dart, Park&Ride,etc. Disability – limited amount)
- ... Fan, Pens, Highlighters, notepaper
- ... Lost & Found ID Bracelets (Kids Find ID Bracelets)
- ... Tattoos of Rosetta & Fairfield (limited supply)

✓ Volunteer Times: Please review your schedule card to ensure you arrive/leave at the designated time Times outside of the scheduled times will be determined by the Volunteer Office. **The Administration Porch Volunteers should not leave prior to 8:00pm.**

✓ KIDS FIND ID Bracelets:

- ... Offer to parents and families.
- ... Ask parents to **clearly print child's contact info** **OR** if they prefer, please complete for them.
- ... Also ask the parent to take a picture of the child ... this will help authorities with description of clothing, etc.

✓ Closing Information Booth/House:

- ... DO NOT leave State Fair phone on counter.
If your booth has a cabinet, please place inside otherwise place on shelving out of the general public view.
- ... DO NOT leave tablet on counter ... place inside cabinet and on charger.
- ... The last shift should place ALL materials back on shelves and/or inside cabinet for the next volunteers.
- ... Either LOCK the closet door or close the shutters and lock door of booth.

Are you Volunteering at:

Baby Station/Info



- **Baby station locations:**

- ... Animal Learning Center/ALC (located inside ALC on north wall)
- ... Walnut Building (located inside on west wall)
- ... Both also double as an Information booth.
- ... There may be 3 volunteers assigned ... one volunteer may work either on the baby side or the Info side depending where the greatest need is warranted.

- **Baby stations include:**

- ... Rocking chairs, changing tables, waste cans, etc.
- ... We provide FREE to parents: Changing pads plus diaper disposal bags.
- ... Diapers / wipes will be given on an emergency basis as our supply is limited
- ... Diapers and wipes can be purchased at the "Care Cubes" placed around the fairgrounds ... see your map.
- ... Area of nursing Moms.
- ... Area for Dad's as well.

Always welcome Mom or Dad and offer any assistance getting through the door/entering the room.

- Responsible for keeping a log on count of parents/babies utilizing this service.
- All soiled linens (non-disposable) should be returned to the Volunteer Office to be laundered.
- Ensure trash has been removed and carpet swept.
- KID FIND ID bracelets – Assist by writing the Childs Name and Phone Number &/or have the Parent write the information. Ask the parent to take a picture which will help authorities with clothing, description, etc.
- **CLOSING SHIFT: Ensure the computer tablet is plugged in and charging in a safe, secure place.**

Are you Volunteering as a:

Delivery Cart Driver



The Security Office is staffed by the Iowa State Police Department.

- Operating a golf cart on the state fairgrounds is a privilege you have been afforded, not a right! Rules and policies are created to keep occupants safe, if these are violated **you** are subject to having this privilege revoked.
- You must be 18 years of age and possess a valid driver's license to operate a golf cart. **Must have your driver's license with you when operating.**
- Do not carry more than seat capacity of the cart. NO standing on cart at any time. DO NOT overload cart.
- NO carts on Rock Island and Grand Avenue between the hours of 11am to 2pm and 5pm to 8pm.
- No consumption of alcoholic beverage or tobacco while operating a golf cart.
- ALL drivers are always expected to operate carts at a careful and prudent speed and reduce speed while yielding to fairgoers, livestock and other vehicles. ALL STATE OF IOWA LAWS DO APPLY while operating on the fairgrounds.
- ALL carts are PROHIBITED from driving on the sidewalks, including the "Fun Forest" and "Pella Plaza" areas.
- NEVER leave the keys in cart, nor leave the cart parked in the way of traffic, obstructing emergency exits or handicapped areas.
- No delivery cart entry through Gate 15 ... utilize Gate 16 instead.
- Our Volunteer Delivery Carts are for servicing our volunteers at the various Baby Station / Information booths.
- When driving the cart near livestock/livestock barns be considerate of the exhibitor/owner. **Livestock patrol** has the responsibility of keeping you / the animals and fairgoers SAFE ... **do OBEY them!**

Are you Volunteering as:

Shift Coordinator

Requires a minimum of 8 years with Information Volunteer Program

Please assist by:

- Assisting volunteers with the proper tools needed to make their volunteer shift successful.
- Radio: Ensure hand-held radios are charged and volunteer trained in use.
- AM shifts: Volunteers need to quickly make sure all their booths/houses are unlocked.
- Log Sheets: Train volunteers on record keeping.
- Discuss delivery cart route, especially of route closures, etc.
- Recheck delivery cart inventory.
- Booth/House Coverage: Review Sign-In binder to ensure locations are properly staffed.
- Shift Rovers: Rovers are backup on booth/house coverage. Ensure Volunteer leaves cell phone number. If coverage is not met the volunteer will be asked to go to that booth.
- Shift Rovers Aprons: Fill with fair map, pen/pencil/highlighters, note pads, id bracelets, programs/food brochures.
- Delivery Cart Drivers are responsible for asking volunteers if they need return rides and will report to Office. Host/Hostess can make call should a driver forget. We need to keep phones open for questions/assistance.
- Delivery Cart Drivers will Radio those volunteers in attendance at booths/baby stations – please enter/mark in Check-In Binder.
- Golf Cart Rides: Coordinate with Delivery Cart Driver #3 for any volunteers needing return rides. Assist by getting those volunteers on the same cart that booths are close in proximity.
- Golf Cart RETURN Rides: Please note that return rides for evening shifts are limited if available at all since our main routes are closed for evening activities. (Grand Concourse and Rock Island Ave are off limits from 11 to 2 and 5 to 9pm.
- Golf Cart #3: They have responsibility to run errands, deliver volunteers, back desk, credentials, re-cycle and more.
- Credentials: You are also the credential backup.
- Credential Volunteers: If vacancy in a booth/house please utilize this volunteer as backup as well.
- EVENING: Remind evening Delivery Cart Drivers to close Baby Stations at 7:45pm and/or show them how to close up. Pick up the log sheet for the day ... note any supplies needed.
- EVENING: Get next day programs (ensure correct date) for Delivery Carts #1 to deliver to information booths beginning around 6:00pm. Delivery Cart #3 can assist with this especially on BUSY days.
- EVENING: Complete forms that detail "Leftover Daily Programs" and "Baby Station" use.
- EVENING: Assist Delivery Cart Volunteers in Filling coolers with water bottles / ice for next day.
- EVENING: Assist Delivery Cart Volunteers in refreshing supplies for next day.
- EVENING: Ensure that the 3-sided booths sides are closed, and doors are locked at shift end either by Delivery Cart Drivers and/or by Volunteers. Ag House will need tape pulled to lock. Gate 10 takes a key to lock.

Where to go for MORE

Website: www.iowastatefair.org/volunteer-resources

This website will contain daily updates, volunteer pictures, check this website frequently to keep well versed in happenings at the fair.

Email: Your email may also be another source of us getting information out to you quickly.

Fair Website: www.iowastatefair.org

App- Download the Official Iowa State Fair App

Text Alert (844-844-8508)

WHEELCHAIR & SCOOTER RENTALS

HomeTown Mobility is proud to be the exclusive scooter and wheelchair rental provider for The Iowa State Fair. HomeTown Mobility accepts reservations online [here](#) or by calling 712-938-2029 from 9 a.m. - 5 p.m. Monday – Friday. They are also open 7 days a week during the Fair to accept call-in reservations and answer questions. There is an additional \$5 processing fee for all call-in reservations. To avoid the processing fee, reserve online at htmia.com. A limited number of wheelchairs and scooters are held for walk-up customers on a first come first serve basis. **Reservations will ONLY be accepted for full day Scooter and Wheelchair rentals.** Reservations need to be made 24 hours in advance. A driver's license or state ID is required for all rentals. Cancellations must be made 48 hours in advance to receive a full refund, less a \$5 cancellation fee.

Rental locations are: Gate 8, 10, 11, 13 & 15.

[Fairgrounds Map](#) >

SCOOTERS

\$65 per full day (8 a.m. to close)

WHEELCHAIRS

\$25 per day

Notes - To Share
with Volunteers



Questions - To get
clarification from Website
or Volunteer Office.

