

# Information Volunteers

Celebrating 25 years

What is your FAIR FAVORITE?

# Volunteering - 2019

- **Location:**

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

- **Hours of Volunteer Office:**

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

- **Fairgrounds Open / Close:**

Open 7:00am to 1:00am daily. Most fair buildings are open from 9am to 9pm. 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.

- **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 is only asked once** ... 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.

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

ph: \_\_\_\_\_ cell: 860-528-9297  
 e-mail: [elarton@medfordmaine.net](mailto:elarton@medfordmaine.net)

Vol Yes \_\_\_\_\_ T-Shirt Size: **Large an**

If 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 - 4	<i>Larry Spangler</i>
Sat-15th	2 Fun Forest Booth Afternoon, 12 - 4	<i>Russell Pasche</i>
Sun-16th	2 Delivery Cart - 1 Evening, 3:30-8:00	<i>gmc</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>Joey 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. Represent the fair proudly and professionally.
- **Wear:**
  - > your “unaltered” commemorative t-shirt,
  - > your name badge/ID with lanyard
- **New Volunteers:**  
Will need to go to the PRINT shop to have your photo taken. Other Volunteers are welcome should you need a new picture. A photo request form can be obtained from the Volunteer Office.
- Please refrain from Drinking alcohol beverages and/or using tobacco products during your shift.

# 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? (i.e. Big Boar, Giant Slide, Milking Parlor, Butter Cow, etc.)?
- ... Where is the closest "First Aid" station?
- ... Restrooms ... where?
- ... Nearest ATMs
- ... Closest TRAM stops
- ... Wheelchair Rental... closest? Available near Gates 8, 10, 11, 13, and 15.
- ... Where the entertainment stages are located?
- ... Baby Stations?

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

- ... Use the tablet as your 1<sup>st</sup> resource.
- ... 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.

- Don't Guess and 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 the timeline of NO travel time of Grand Concourse and Rock Island the golf cart pickups will be limited. Evening shift pickup will very limited if available at all!!!

## 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 30<sup>th</sup> 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 noting the time taken.
- **REMINDER:** All Grandstand “WILL CALL” tickets are handled through the Administration Building Ticket Office!!!
- To save confusion ... signage on Volunteer Building now reads, “Volunteer Office and Credential Pick-Up”.

## Are you Volunteering as: Shift Rover?



- The Shift Rover is the “eyes and ears” for the Volunteers.
- The Shift Rover will walk from Information Booth to Information Booth and while walking the grounds will assist Fair-goers.
- Shift Rovers will carry a Radio, an apron with supplies (daily program, note pad, Lost and Found ID Bracelets, first-time fair-goer brochure.
- **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.
- The second volunteer should report to the Volunteer Office and/or if line is busy call directly to ext # 327 or 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:**

- ... please remove any trash and keep in an orderly fashion.
- ... Delivery Cart Drivers will have cleaning supplies to assist.
- ... Ensure you have the daily programs for the correct day to distribute. Any PRIOR programs should be given to the Delivery Cart Driver to properly recycle.

- **Items in each house:**

- ... A working telephone (make sure within hearing distance),
- ... A computer tablet,
- ... laminated fairgrounds map,
- ... large laminated livestock map,
- ... daily (pocket guides) programs,
- ... Brochures, (Food, Disability, Fair app, Dart-Park & Ride, Guide for First Fair-Goer, etc.)
- ... Fan, pens, highlighters, notepaper.
- ... Lost & Found ID Bracelets
- ... Tattoos of Rosetta & Fairfield

- **KID FIND ID Bracelets**

- 1) Offer to parents and families.
- 2) Print name of child and contact number.
- 3) Parents can also write the contact information.

- **CLOSING:**

- 1) Place telephone back in closet and/or under shelving in some houses.
- 2) Tablets must be placed inside cabinet and placed on charger.
- 3) The LAST shift of the day should place all materials in an orderly fashion back on the shelves and/or into the tote found inside the booth's closet.
- 4) Either lock the closet door or for some houses close the shutters and close the door of the booth.
- 5) Ensure all laminated materials are placed in safe, secure place. (inside closet if available)



Are you Volunteering at:

# Baby Station/Info

Sponsored by:  
"Iowa Total Care"

- **Baby station locations:**
  - ... Animal Learning Center/ALC (located
  - ... Walnut Building
  - ... Both also double as an Information booth.
- **Baby stations include:**
  - ... Rocking chairs, changing tables, waste cans, etc.
  - ... We provide FREE to parents: Diapers, wipes and changing pads plus diaper disposal bags.
- 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.
- 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 9pm.
- 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 the new Gate 13 ... utilize the annex road just to the east of pavement.
- 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:

# Host/Hostess



**Please assist by:**

- Welcoming Volunteers as they arrive and thanking them when they head home!
- Assist the Shift Coordinator when warranted.
- Delivery Cart Drivers will Radio those volunteers in attendance at booths/baby stations – please enter/mark in Check-In Binder.
- Coordinate with Delivery Cart Driver #3 and/or #4 for any volunteers needing return rides. Please note that return rides for evening shifts are limited if any at all since our main routes are closed down. (Grand Concourse and Rock Island Ave are off limits from 11 to 2 and 5 to 9pm.)

Are you Volunteering as:

# Shift Coordinator



## 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, note pads, id bracelets, programs.
- **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 and/or #4 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 #4:** They have responsibility to run errands, deliver volunteers, back desk, credentials, etc.
- **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 7:30pm 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 and #2 to deliver to information booths beginning around 6:50pm. Delivery Cart #3 and #4 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.

# Information

## Gate 10:

All DART busses will stage at Gate 10. To accommodate the increased pedestrian traffic both ticket booths will sit on the south side of Gate 10.

## Older Iowan's Day Route:

The same route as last year will be utilized. Buses enter by coming in Gate 9, dropping off at Elwell Family Food Center, exiting at the Updated Gate 13. Drivers will be given instructions with a detailed map.

## Gate 8:

Used for Uber and Taxi.

## Handicap:

The largest area of parking reserved for visitors with disabilities is located in the North Lot. Admission to this lot is through Gate #2 at East 33rd Street and East University Avenue. Vehicle parking is on a space-available basis; some hard-packed surface parking is available. For more information visit the [Disability Assistance](#) page.

## 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](#) (link to HTM site) or by calling 1-877-928-5388 from 9 a.m. - 5 p.m. Monday – Friday. We are also open 7 days a week during the Fair/event to accept call-in reservations and answer questions. There is an additional \$5 processing fee for all call-in reservations. 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.

*Reminder: YOU MUST HAVE YOUR CREDENTIALS TO GET IN THE GATES!*

# For More Information

Text FAIR to 75782 for parking lot changes and/or closures.

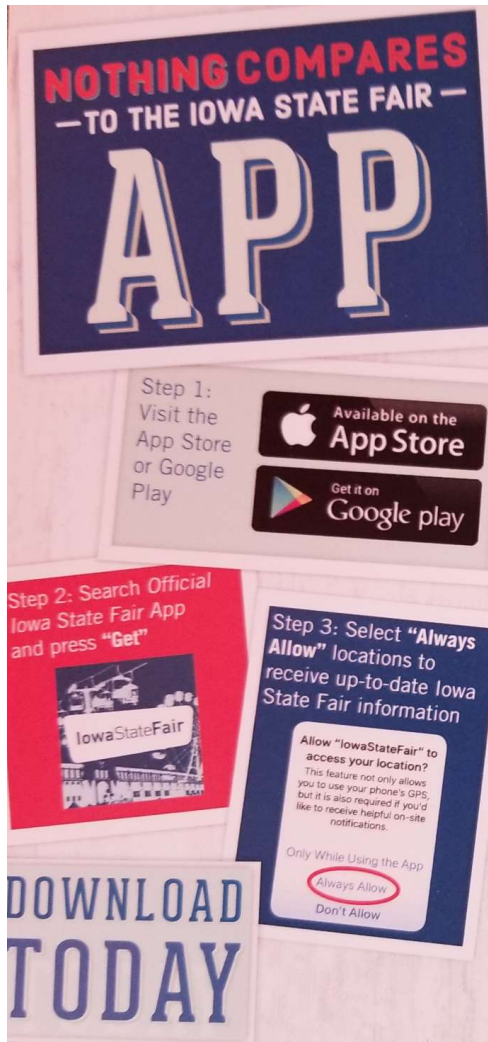
Text BABY to 75782 to receive updates when new babies are born.



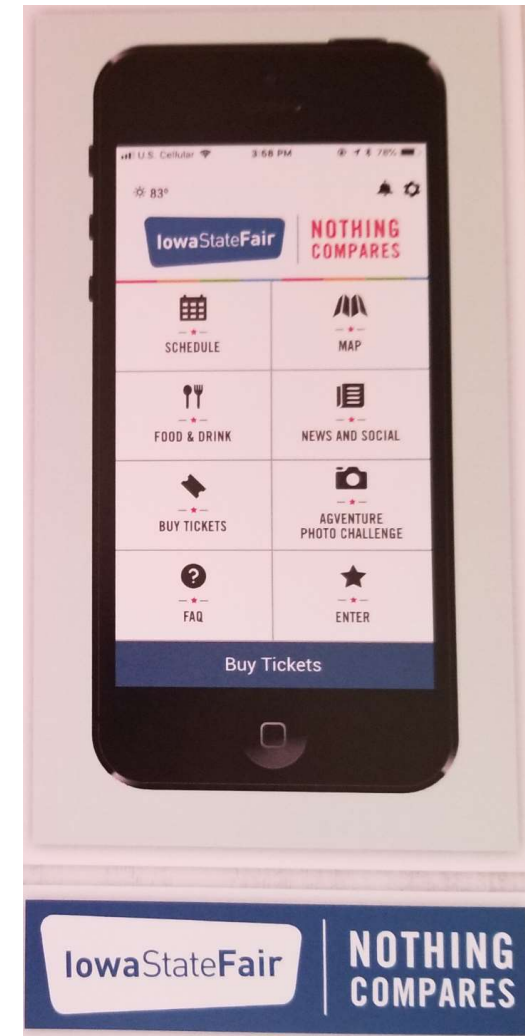
Official Iowa State Fair App for Apple and Android phones



# Iowa State Fair - APP



- 1) Open the “Play Store” on your Andriod Phone. Can also be found via App Store or Google Play.
- 2) SEARCH for the “Iowa State Fair App” – select and INSTALL.
- 3) Select “Always Allow” locations to receive periodic updates.





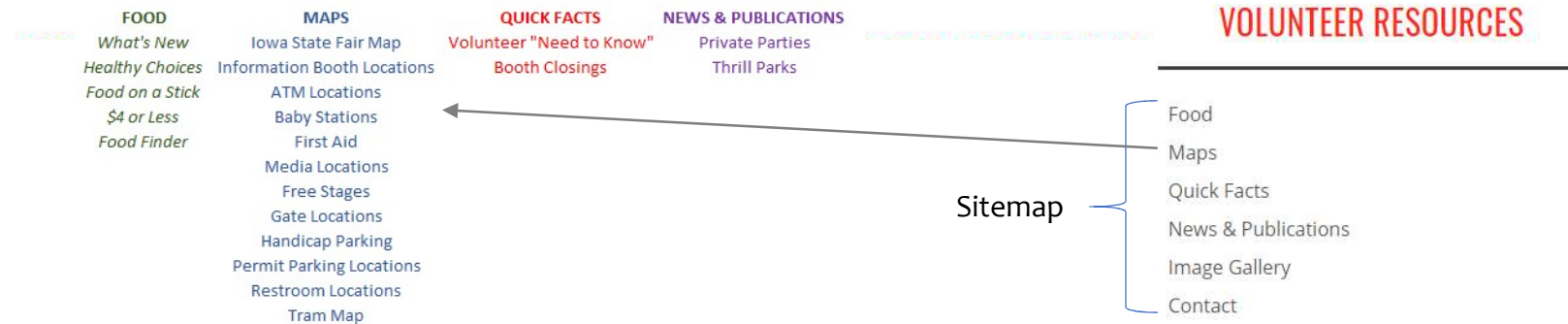
# Website – Source for Information Volunteers

- [www.iowastatefair.org/volunteer-resources](http://www.iowastatefair.org/volunteer-resources)

If you select ... Click arrow / back to return to home page.



## Sitemap/website mapping Descriptions



# Website – Source for Information Volunteers

- [www.iowastatefair.org/volunteer-resources](http://www.iowastatefair.org/volunteer-resources)

The screenshot shows the Iowa State Fair website navigation bar with the logo on the left and menu items: Entertainment, Visit, Food, Participate, About, and a search icon. Below the navigation bar, two boxes are highlighted with colored borders. The first box, outlined in green, contains four categories: GRANDSTAND (with a guitar icon), FREE ENTERTAINMENT (with a microphone icon), ATTRACTIONS (with a Ferris wheel icon), and FAIR SCHEDULE (with a clock icon). The second box, outlined in red, contains two sections: 'FAIR TIME VISITORS' with links for Buy Tickets, Fair Hours, Deals & Discounts, Kid Friendly Activities, Fairgrounds Map, Vendors, Product & Food Finder, Directions, Parking / DART Park & Ride, Disability Assistance, Camping & Lodging, Frequently Asked Questions, and Top 11; and 'GROUPS' with a link for Groups & Tours. Arrows point from the 'Entertainment' and 'Visit' menu items to their respective content boxes.

The screenshot shows the Iowa State Fair website navigation bar with the logo on the left and menu items: Entertainment, Visit, Food, Participate, About, and a search icon. Below the navigation bar, two boxes are highlighted with colored borders. The first box, outlined in orange, is titled 'IOWA STATE FAIR FOOD' and contains links for What's New, Healthy Choices, Food on a Stick, \$4 or Less, and Food Finder. The second box, outlined in blue, contains two sections: 'FAIR FACTS' with links for Butter Cow, Fair Queen, History / Museum, Fair Dates & Attendance, and Trivia; and 'OTHER INFORMATION' with links for Employment, Board Members, Contact Us, Fair Updates, and State Fair Merchandise. A central section titled 'JOIN IN THE FUN AT THE FAIR!' contains links for Bill Riley Talent Search, Commercial Space, Competition, Fair Time Contests, Parade, The Way We Live Award, Volunteer, and What's New. Arrows point from the 'Food' and 'About' menu items to their respective content boxes.

Notes – To Share  
with Volunteers



Questions – To get  
clarification from Website  
or Volunteer Office.

