

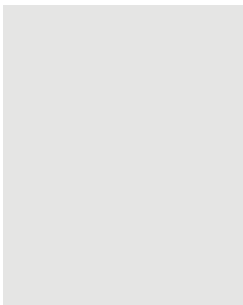
VOLUNTEER HANDBOOK



Thank you for your interest in volunteering with Westfield Welcome, the community events and hospitality department serving the thriving City of Westfield. Community events make a city “happen”, and these events would not be possible without our network of loyal volunteers. We’re honored and thrilled you’d like to join us!

Whether supporting our community events, assisting visitors at Grand Park, or caring for our parks and trails, there’s a volunteer opportunity for anyone looking to get involved!

MEET OUR STAFF



TO BE ANNOUNCED!
HOSPITALITY COORDINATOR



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EVENTS AND PROGRAMS

As one of the fastest-growing cities in Indiana and the country, the City of Westfield is constantly evaluating new and exciting ways to engage our community. Our current roster of events and programs, most of which require volunteer assistance, are listed below. [Click here to learn more about our events!](#)

WINTER

Westfield in Lights
Melt the Trail
Westfield Winter Market
Shamrock Drop



SPRING

Spring Swing
Westfield Green Day
Westfield International Festival
Donut Trail



SUMMER

Touch-a-Truck
Westfield Rocks the 4th
Westfield Farmers Market
Jams at the Junction
Movies in the Plaza
Colts Training Camp
Kids Summer Series



AUTUMN

Barktoberfest
The Mayor's Grand Gala
Trick-or-Treating in the Plaza
Ice Ribbon



BECOMING A VOLUNTEER

Before volunteering, Westfield Welcome and the City of Westfield require **ALL** prospective volunteers to take two steps:

1. Complete a [volunteer application](#)
2. Complete an annual background check

The background check is provided free of charge but is required for all volunteers (unless you are a minor [17 years of age or younger]; if you are a minor, your accompanying parent or legal guardian must complete the background check in their name and be with you for any desired shifts). **Both must be completed and approved before any requested shifts may be completed. Failure to comply with the application process and/or completion and approval of an annual background check may result in the denial of requested volunteer shifts.**

AGE REQUIREMENTS

Westfield Welcome and the City of Westfield encourage all individuals 12 years of age and older to apply to be volunteers. However, all prospective volunteers 17 years of age or younger **MUST** be accompanied by a parent or legal guardian throughout their shift.

ANNUAL BACKGROUND CHECK

All volunteers aged 18 and older **MUST** comply with an annual background check. The background check is provided free of charge. The Hospitality Coordinator will alert you when your background check is due to expire and will send an updated link for you to renew your background check.

We adhere to the National Recreation and Parks Association volunteer guidelines. As such, we cannot permit individuals who have been found guilty of serious crimes or have a pending legal case open to volunteer with Westfield Welcome or the City of Westfield. Regardless of the amount of time that has passed since the date of the offense, Westfield Welcome and the City of Westfield will not permit anyone with a sex crime, violent offense, or felony on their record. Minor infractions, such as traffic violations, will be evaluated on a case-by-case basis.

If a potential volunteer has a question about whether an infraction on their record may preclude them from volunteering with Westfield Welcome or the City of Westfield, they are encouraged to reach out directly to the Hospitality Coordinator for guidance.

MANDATED COMMUNITY SERVICE HOURS

Westfield Welcome and the City of Westfield are not able to participate in the reporting process for court-mandated community service hours. If you need to fulfill court-mandated community service hours, we recommend reaching out to local nonprofit organizations—Westfield Welcome has compiled a list of nonprofits seeking volunteers on our [volunteer page](#).

Once you have become a verified volunteer with Westfield Welcome, you will receive weekly volunteer opportunities via email from the Hospitality Coordinator (typically every Monday afternoon). We encourage all volunteers to check these emails regularly to stay updated on the latest opportunities with Westfield Welcome, the City of Westfield, and, on occasion, community partners.

You may also access volunteer opportunities via the [Westfield Welcome volunteer page](#). Advanced online registration is required for all shifts.

Westfield Welcome volunteers will always receive reminders and detailed information about any shifts they have registered for 48 hours in advance of their shift via the email address provided on their application.

VOLUNTEER TRAINING

Training for each role will be provided on-site by Westfield Welcome and/or City of Westfield staff unless otherwise noted by the Hospitality Coordinator. If special accommodations are needed for training, please contact the Hospitality Coordinator as soon as possible.

DRESS CODE

All volunteers are required to wear a Westfield Welcome branded volunteer t-shirt (provided by Westfield Welcome at no cost) to each of their requested volunteer shifts unless otherwise noted. We politely request that volunteers refrain from wearing basketball shorts, yoga pants, or leggings during their shifts (shorts, jeans, khakis, and other pants are welcome).

We also recommend wearing comfortable shoes as many shifts will require volunteers to stand and/or walk for various lengths of time. For volunteer opportunities during colder temperatures, volunteers are encouraged to wear weather-appropriate clothing—in those instances, volunteers will be given a volunteer lanyard that is required to be turned in at the end of their shifts. Hats (such as winter knit hats, baseball caps, and sunhats) are permitted.

You may not wear any offensive, sexual, racist, and/or political emblems on your person during your shift or while wearing Westfield Welcome gear. Individuals who are inappropriately dressed or refuse to comply with the dress code may be sent home, at the discretion of the Hospitality Coordinator.

ATTENDANCE POLICY

Although all shifts are voluntary, you are expected to arrive on time for any and all registered shifts. If you are unable to attend your shift, we request at least 24 hours of notice so your shift can be filled with another volunteer.

Multiple instances of a “no-call, no-show” for volunteer shifts may result in all future requested shifts being canceled. Cancellations of future shifts due to no-call, or no-shows are solely at the discretion of the Hospitality Coordinator.

ON-SITE CONDUCT

During your shift, you are acting as a de facto representative of Westfield Welcome and the City of Westfield. As a result, we require all volunteers to uphold a standard of conduct that reflects favorably on our community. This includes (but is not limited to):

- Being respectful of all event attendees, staff members, vendors, and fellow volunteers
- Refraining from using derogatory or foul language, racial slurs, or obscene gestures
- Refraining from use of any tobacco and/or vaping products, or partaking of alcoholic beverages during your shift or while wearing Westfield Welcome gear

EVENT WAIVERS

All volunteers are required to sign a waiver in advance of each requested shift. Volunteers 18 and older may sign the waiver for themselves; volunteers 17 and younger must have a parent or legal guardian sign on their behalf. Individuals who decline to sign the waiver on behalf of themselves and/or minors in their care will **NOT** be permitted to volunteer with Westfield Welcome or the City of Westfield.

A sample waiver is below:

I desire to participate in [INSERT EVENT NAME] being held [INSERT EVENT LOCATION]. As a condition to doing so, I agree to the following:

1. I am over the age of 18. [If not 18, parent or guardian signature required below.] I am familiar with [INSERT EVENT NAME] and the risks associated with participation in this activity and am willing to assume the risk of participating in [INSERT EVENT NAME].
2. I understand that [INSERT EVENT NAME] is an event held on the grounds of [INSERT EVENT LOCATION].
3. For myself and for my heirs, executors, administrators, and any other person who might have a claim by or on my behalf, I hereby waive and forever release and discharge the City of Westfield and its elected officials, employees, staff, and representatives, and each of them, of and from any and all claims, suits, liabilities, damages or causes of action of any kind which I or such other persons might have arising out of or in connection with my participation in [INSERT EVENT NAME], including any personal property damage or personal injury of any kind which may be sustained or occur during my participation in the event, whether or not such injuries, property damage, or loss is caused by, is connected to, or arises out of any acts or omissions or the negligence of the City of Westfield or any of its elected officials, employees, staff, or representatives.
4. I further agree to indemnify the City of Westfield and each of such other persons and to hold each of them harmless, from any claim by any other person or entity, that might be asserted against them due to any of my actions or omissions in connection with my participation in the [INSERT EVENT NAME].

ON-SITE CONDUCT

If a member of the media approaches you to discuss volunteering, the event or function you're attending, etc., please refrain from commenting and contact the Hospitality Coordinator as soon as possible.



Questions? We're happy to help!
welcome@westfield.in.gov





westfieldwelcome.com

 [@westfieldwelcome](https://www.instagram.com/westfieldwelcome)

 [Westfield Welcome](https://www.facebook.com/WestfieldWelcome)