

**Fire and Ice Boosters
Heinz Field NPO
Volunteer Policy and Process
2021-22 Season**

All Fire and Ice Booster members are invited to fund raise by volunteering to work concessions at PNC Park and Heinz Field. Our booster organization has secured an NPO (nonprofit organization) contract with Aramark (PNC Park and Heinz Field's Staffing Agency) allowing our trained volunteers to work games/concerts/events, raising funds to offset all-star cheerleading expenses.

The Fire and Ice Booster organization accepts tax free payment on behalf of the volunteer for their work and places this money in an escrow account established for the athlete. Once funds are received and posted to accounts, booster member may then request escrow funds to pay cheer related expenses (i.e. tuition, travel, uniform, etc.); *Please note that receipts for reimbursement must be submitted to obtain funds.*

TRAINING

All Heinz Field volunteers/workers must be 18 years old. We may be able to use a limited number of 16 years old for running – Email fireandicesignups@gmail.com to inquire about minors.

All volunteers are required to complete necessary Heinz Field volunteer paperwork prior to working.

All Heinz Field volunteers must complete an on-line RAMP (Responsible Alcohol Management Program). RAMP is an online training course/test that takes approximately 2 hours to complete. This online training is done on your own. You must complete the RAMP training and pass the evaluation before working PNC Park Events. The RAMP course is available to our organization at a discounted rate. The RAMP course link and discount information will be sent to volunteer with training materials. RAMP certification is good for a 2-year period. Once RAMP is completed, you will need to email your Certificate of Completion (PASSED) to fireandicesignups@gmail.com.

REQUIREMENTS

We are asking those who wish to work at Heinz Field for Fire and Ice Booster Organization commit to a 3-event minimum for the 2021-22 season so that we can appropriately staff all events. This is subject to change due to COVID.

Athletes are welcome to have multiple people fundraising for them. These volunteers/workers follow all Fire and Ice and Heinz Field Policies. If volunteers/workers do not adhere to all policies, the athlete may only have parents/legal guardians fundraising for them in the future provided the parents/legal guardians adhere to all policies.

All volunteer workers must be physically able to complete the demands of the job. This includes operating a cash register, serving as an order runner (making popcorn, nachos, hot dogs, etc.), utility (cooking and stocking). Workers should also be able to stand on their feet for long periods of time and work in the summer heat/winter cold weather. *If workers are not able to meet demands of job they may be asked not to sign up for future events.*

SIGN UPS

Payout for games/events is as follows:

University of Pittsburgh Panthers Games = \$120pp

Pittsburgh Steelers Games = \$150pp

Pittsburgh Steelers 10/17/21, 11/8/21, and 1/3/22 = \$175pp

Heinz Field will provide our scheduler with all event sign up information and sign up instructions will be sent to volunteers and posted to the Fire and Ice Booster BAND app. All sign ups should be done through Fire and Ice Booster Heinz Field sign up link. *Volunteers are not to contact Heinz Field/Aramark directly – All communication is done through the Fire and Ice Booster scheduler.*

To bid on Heinz Field Events: <http://bit.ly/2weSyb4>

Please **BE ON TIME!** The group needs each volunteer there at report time to ensure prep work can be done. Workers reporting more than 30 minutes late will be docked for the time they miss. This money will be spread out among those working in the booth where the person reporting late is scheduled.

IMPORTANT – The following policies have been set to ensure Fire and Ice continues to maintain an NPO contract with Heinz Field as well as create an efficient work environment:

- **The volunteer/worker will be suspended and/or removed from fundraising if tardiness is excessive. This is at the discretion of Fire and Ice Booster Board.**
- **After one no-show, the volunteer/worker will be suspended from fundraising for 2 home stands.**
- **After a second no-show, the volunteer/worker will be removed from fundraising.**

EVENTS

Report time for games is approximately 3 hours prior to the event start time. Staff reports at the designated time and will remain there until the game is finished, the stand is clean, and group is dismissed by stand leader. **Workers reporting more than 30 minutes late will be docked for the time they miss. This money will be spread out among those working in the booth where the person reporting late is scheduled.**

IMPORTANT: All workers must have a valid photo ID to present at volunteer sign in at EVERY Heinz Field event. Volunteers are not permitted to work without this.

Only CLEAR bags and purses are permitted. See Steeler's guest carry-in policy as this applies to workers/volunteers as well. <https://heinzfield.com/clear-bag-policy/>

Volunteers enter Gate B and will go through security. There will be sign in tables. Here you will present your ID, sign in and get wrist band.

Volunteers are permitted unlimited fountain soda while working. In addition, are permitted choice of two meal items (hot dog, pizza, pretzel, or nachos). These meals must be signed for in booth. Bring an ink pen and personal cup with you to events. Personal belongings must be kept in the back of kitchen.

Fire and Ice volunteers SPLIT ALL TIPS at Heinz Field (cashiers, runners, utility, stand leader, etc.). All tips are put together at the end of event and split equally among stand workers. **Anyone caught holding tips will not be invited to return to work.** We are working hard as a team to bring it all together.

DRESS CODE

Workers must wear all black pants (no capris, shorts, leggings or jogging pants) and all black shoes. A shirt or jacket will be provided by Heinz Field at each event (will be in booth). The shirt or jacket is to be returned before leaving the booth that day. You may wear a solid black shirt or sweatshirt under the Heinz Field shirt/Jacket. Heinz Field will also provide a hat for each worker. If dress code is not followed, worker may be sent home without pay.

PARKING

Volunteers/workers are responsible for their own parking costs. Recommended affordable parking is the parking garage on First Avenue. Parking cost is \$5. From the First Avenue parking garage, the T runs free of charge to Heinz Field. Please allow yourself an extra 30 minutes for parking/T/walking to Heinz. <http://pittsburghparking.com/first-avenue-garage-and-station>

There are many other parking options available throughout the city. Note private parking lots are very expensive on game days. Have a parking plan before arriving in the city for the game.

Please email questions to fireandicesignups@gmail.com

Fire and Ice Boosters – September 16, 2021