



## **Fire and Ice Boosters PNC Park NPO Volunteer Policy 2021 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'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.*

Adult volunteers are required to take PNC Grand Slam/Servsafe training and complete an on-line RAMP (Responsible Alcohol Management Program) to work events at PNC Park.

### **TRAINING**

Grand Slam Training through PNC Park is offered to our organization by invitation.

PNC Park also requires all volunteer workers be RAMP certified. 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 with a unique link. The unique RAMP course link and discount information will be sent to volunteer with training materials. RAMP certification is good for a 2-year period. *You are encouraged to take RAMP prior to the Grand Slam/SafeServ training date so you may begin working immediately. However, you will have 10 days after training to complete RAMP.* Once RAMP is completed, you will need to email your Certificate of Completion (PASSED) to [fireandicesignups@gmail.com](mailto:fireandicesignups@gmail.com).

### **REQUIREMENTS**

**Fire and Ice Boosters signs a contract with Aramark (PNC Park) stating that volunteers will work a certain number of games for the season. Because of COVID and the uncertainty of the need for concessions at this time, we will forgo a minimum number of worked games for our volunteers for the 2021 season.** PNC Park invests in our volunteers by offering training, and their expectation is for each volunteer to work games after taking the training. They set the expectation of how many workers we will be able to produce based our number of trained volunteers. If we do not meet these expectations, which are stated in our contract with them, PNC Park may not invite our group back to fundraise in the future.

Athletes are welcome to have multiple people fundraising for them. **The athlete's parents/legal guardians are responsible for any volunteers they bring on to work for their athlete.** These volunteers/workers must all meet minimum game requirements and follow all Fire and Ice and PNC Park Policies. If volunteers/workers do not meet minimum game requirements and adhere to all policies, the athlete may only have parents/legal guardians fundraising for them in the future provided the parents/legal guardians meet game requirements and 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. *Requests for specific booth assignments and positions will not be accepted.* Stand assignments are made by Fire and Ice to set the assigned booths up for success. *If workers are not able to meet demands of the job they may be asked not to sign up for future events.*

Working to fundraise for your athlete should be an enjoyable way to lighten the expense of all-star cheer, however, it should be treated like a job. **Remember, when you sign up to work your Fire and Ice fellow volunteers and PNC Park is depending on you to be there. No-shows, call offs, and tardiness are not acceptable and will not be tolerated.**

**Prior to placing bids for working, please be certain you can commit to the event. If you are unsure, please wait until you are certain you can work. If an emergency arises, you are responsible for finding a replacement worker. If a volunteer/worker needs a replacement, we encourage use of the Fire and Ice Boosters Facebook Page to help secure the replacement. Once replacement is found, please notify scheduler at [fireandicesignups@gmail.com](mailto:fireandicesignups@gmail.com). If a replacement worker is not found and volunteer/worker does not report, this is considered a no-show. **Fire and Ice is not responsible to find replacement workers.** ALL call-offs and changes in scheduled workers, must be reported to [fireandicesignups@gmail.com](mailto:fireandicesignups@gmail.com).**

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, their drawer is counted, and the stand is clean. **The Stand Leader for the event will determine dismissal.**

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 PNC Park 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.**

### **Zero-Tolerance Policy**

Fire and Ice Boosters is a **ZERO tolerance** non-profit organization regarding alcohol and illegal drug use. If you consume and/or are under the influence while working the venues this will be cause for immediate and permanent removal from our booster organization.

### **Volunteer Expectations**

The ability to fundraise through Fire and Ice Boosters is an amazing opportunity. We all do this for the same reason – To raise funds to help our athletes do what they love!



Please keep in mind, this is fundraising! Although, it should be viewed as a responsibility please be lighthearted and enjoy it. We ask all volunteers to be respectful of each other and work together in a positive manner.

All stand direction will come from the stand leader only. We have many volunteers with years of knowledge and experience and help is appreciated; however, the stand leader oversees the stand and operations of the stand. All questions and concerns on game day should go to the stand leader.

**All workers** are responsible for booth cleaning. This includes cleaning hot dog rollers, popcorn and pretzel machine, wiping down counters (inside and outside of booth), sweeping floors, mopping floors and emptying trash cans. Workers should not leave until stand leader gives the okay.

**Texting and personal calls are NOT permitted in the front of the booth. If necessary, please handle personal business in the back.**

**Smoking is prohibited inside and on property outside (sidewalks) at PNC Park. Breaking this policy can result in removal of our entire organization from fundraising at PNC Park.**

### Stand Leaders

Stand leaders\* are to report 30 minutes prior to the assigned report time. Stand leader responsibilities include:

- Inventory counts
- Volunteer management
  - It is the stand leader's responsibility to report any issues back to the Fire and Ice venue contact (this includes volunteer tardiness, poor behavior or any policy violations).
- Overall stand efficiency
- Ensures stand is properly cleaned and stocked for next event

\* Stand leaders do not receive additional compensation for the extra duties they are assigned.

**Therefore, it is the entire group's responsibility to aid the stand leader in clean-up, inventory counts and additional duties as assigned.** It is the stand leader's discretion when volunteers are dismissed at the end of the event.

### Tips

PNC Park prohibits volunteers to place tip cups on the counter or in sight of the customers. Tips may be accepted if offered and accepted by the individual it was intended for. Fire and Ice Boosters does not require tips to be split amongst all workers at PNC Park during Pirate games. For larger events such as concerts, tips should be split amongst all workers working within the same booth.

### SIGN UPS

Payout for games is typically \$95/individual (special games/events may have an increased payout).

Payout will be communicated through Fire and Ice Boosters via the portal bidding site when games are posted.

PNC Park will provide our scheduler with all game sign up information and sign-up instructions will be sent to volunteers and posted to the Fire and Ice gym's booster Facebook page. All sign ups should be done through Fire and Ice Booster PNC Park sign up link. ***Volunteers are not to contact PNC Park directly – All communication is done through the Fire and Ice Booster scheduler.***



To bid on PNC Park Events: <https://bit.ly/3qV7gNZ>

### **RAIN DELAY**

An increase in payout will apply in the case of rain delays/extra innings. The details are listed below:

- This will only apply for games where concessions stands are **OPEN** 7 hours after the **cashier/utility report time**.
- A rain delay will not automatically result in an increased payout. **THE STAND MUST BE OPEN AT THE 7 HOUR MARK.**
- If there is **NO** rain delay and the stand is **OPEN** at the 7-hour mark the payout will still be increased.
  - As an example, if a 7:05 game with a 4:30 report time were to be delayed and stands are open after 11:30, each group member that works through the end of the game will receive an extra **\$10 PAYOUT.**
- This will **NOT** apply on **dollar hotdog nights/holidays/ or any game where the base \$85 payout has already been raised.**
- In the event a game runs late, there will be a sheet available in the stands to be signed at or after the 7-hour mark. **ONLY BY THOSE WHO WILL BE STAYING FOR THE ENTIRE GAME.**
- In a situation where staff is cut before the 7-hour mark and the cuts are announced as mandatory, It **WILL NOT BE OPTIONAL TO STAY FOR AN INCREASED PAYOUT**
  - For example, if 7 registers are open at the stand at 10:30 and we cut down to 3 registers we **MUST CUT 4 CASHIERS.**
- This is **NOT** included in any contracts with Aramark and is subject to change at any time per Aramark.

### **EVENTS**

Bring an ink pen and personal cup with you to events. Personal belongings must be kept in the back of kitchen. Tip cups are not permitted on the counters and must not be visible to the customers.

Workers enter through the PNC Park 24-hour security entrance on Mazeroski Way. There will be sign in tables across from the Aramark Office.

### **DRESS CODE**

Workers must wear all black pants (no capris, shorts, leggings or jogging pants) and all black shoes. PNC Park will distribute uniform shirts and hats - Workers will be charged \$10 for the shirt. A solid black shirt or sweatshirt may be worn under the PNC shirt if needed. If dress code is not followed, worker may be sent home without pay. Note, if PNC uniform shirt needs to be replaced due to loss, etc., worker will be charged an additional \$10 for the replacement shirt. The uniform shirt this season will remain the same as the shirt for the 2019 season.

### **PARKING**



Volunteers/ Workers are responsible for their own parking costs. We are offered discounted parking at the Gold Lot next to Heinz Field (\$12.00).

### **QUESTIONS AND COMMUNICATION**

The Fire and Ice Boosters manages all communications regarding PNC Park through the email box [fireandicesignups@gmail.com](mailto:fireandicesignups@gmail.com). **ALL** questions regarding work at PNC Park should be sent to this address. **Please do not use texts and Facebook messenger for communication as multiple booster members often work on scheduling.**

**Failure to comply with these policies will result in removal from venue fundraising.**

**Polices subject to change per direction from Aramark/PNC Park. If this occurs, the updated policy will be sent out and posted to the Fire and Ice Booster website.**

**<https://fireandiceboosters.wixsite.com/fireandiceboosters>**

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Please email questions to [fireandicesignups@gmail.com](mailto:fireandicesignups@gmail.com)

*Fire and Ice Boosters – Revised 6/13/21*